

CollegeCountsSM

Alabama's 529 Fund

Q 3 2021 Review Meeting
November 17, 2021

Period ended
September 30, 2021

UBT
Union Bank & Trust
Program Manager



*Offered by the
State of Alabama*

CollegeCounts 529 Fund - Summary Page (July 1, 2020 Program Disclosure Statement)

Account Owner Eligibility	<ul style="list-style-type: none"> U.S. citizens and resident aliens who are at least 19 years old Individual, UTMA/UGMA custodian, trust, certain entities, 501(c)(3)
Beneficiary Eligibility	<ul style="list-style-type: none"> U.S. citizen or resident alien with a valid Social Security number. May be of any age
Contributions Minimum Maximum	<ul style="list-style-type: none"> No minimum or ongoing contribution required \$475,000 per beneficiary
Alabama State Income Tax Deduction	<ul style="list-style-type: none"> Contributions tax deductible up to: <ul style="list-style-type: none"> \$5,000 per tax return \$10,000 if married filing jointly and both contribute
Federal Income Tax Benefits	<ul style="list-style-type: none"> Tax-deferred growth Tax-free withdrawals for qualified college expenses
Qualified College Expenses	<ul style="list-style-type: none"> Tuition, fees, books, supplies, equipment required for enrollment Room & board if enrolled at least 1/2 time Computers, related peripheral equipment, computer software, internet access See Program Disclosure Statement for K-12, Apprenticeship, Student Loan considerations

Direct Plan Costs

Set-up Fee	• none		
Annual Account Fee	• none		
State Fee	• none		
Program Management Fee	• 0.17%		
Underlying Fund Costs		Range	Average
	• Age—Based Portfolios	0.04% - 0.07%	0.04%
	• Target Portfolios	0.04% - 0.07%	0.05%
	• Individual Fund Portfolios	0.00% - 0.63%	0.19%
Upfront Sales Charge or Trails	• none		
Fund Families	• Vanguard, T. Rowe Price, DFA, PGIM, PIMCO, Fidelity, and Dodge & Cox		

Advisor Plan Costs

Set-up Fee	• none				
Annual Account Fee	• \$12 <i>(waived for accounts with an Alabama owner or beneficiary)</i>				
State Fee	• 0.07%				
Program Management Fee	• 0.21%				
Underlying Fund Costs		Range	Average		
	• Age—Based Portfolios	0.25% - 0.47%	0.43%		
	• Target Portfolios	0.25% - 0.47%	0.41%		
	• Individual Fund Portfolios	0.00% - 0.95%	0.46%		
Upfront Sales Charge or Trails		A	B*	C	F
	• Sales Charge	3.50%	none	none	none
	• Annual Account Servicing Fee	0.25%	0.25%	0.50%	none
	• Contingent Deferred Sales Charge	none	5%	none	none
	* CLOSED to new investors. 5% CDSC declines over 5 years - convert to A shares in year 8				
Fund Families	• T. Rowe Price, DFA, Northern Funds, PGIM, Fidelity, American Century, Principal, Neuberger Berman, Alliance Bernstein, BlackRock, Vanguard, Credit Suisse, PIMCO, and State Street				

• Assets & Accounts

- Total Plan Assets \$2.392 bil - 1.3% QTR / + 20.0% 1-year
 - Advisor \$1.52 bil | Direct \$872.7 mil
- Total accounts 107,476
 - Advisor 65,568 | Direct 41,908
- Total Contributions YTD 2021 \$161.969 mil

• Alabama residents

- Alabama Plan Assets \$1.53 bil - 0.2% QTR / + 25.9% 1-year
- Alabama accounts 67,793
- Alabama contributions YTD 2021 \$130.98 mil

• Rollover Contributions YTD 2021

- Direct Plan \$10.24 mil
- Advisor Plan \$8.62 mil
- Rollovers Dollars *(Alabama Account Owner)* 89.0%

• Age-Based Accounts & Assets

- | | <u>Accounts</u> | <u>Assets</u> |
|----------------|-----------------|---------------|
| • Direct Plan | 67.6% | 59.8% |
| • Advisor Plan | 71.9% | 64.5% |

• Plan Asset Allocation

- Direct Plan 63.5% *equity*
- Advisor Plan 53.9% *equity*

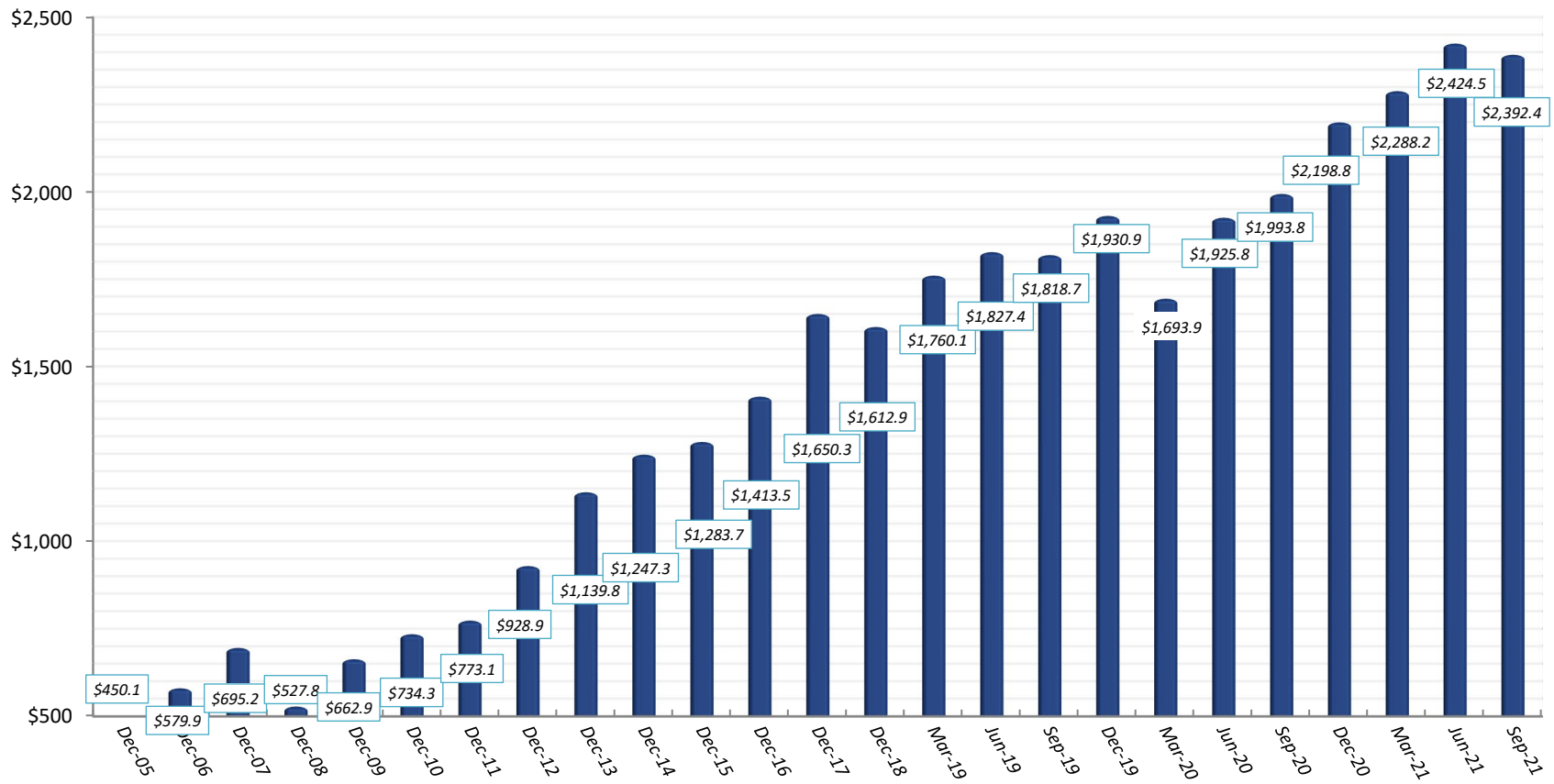
• Average Age

- Account Owner 51.46 *years*
- Beneficiary 13.79 *years*

• Account size

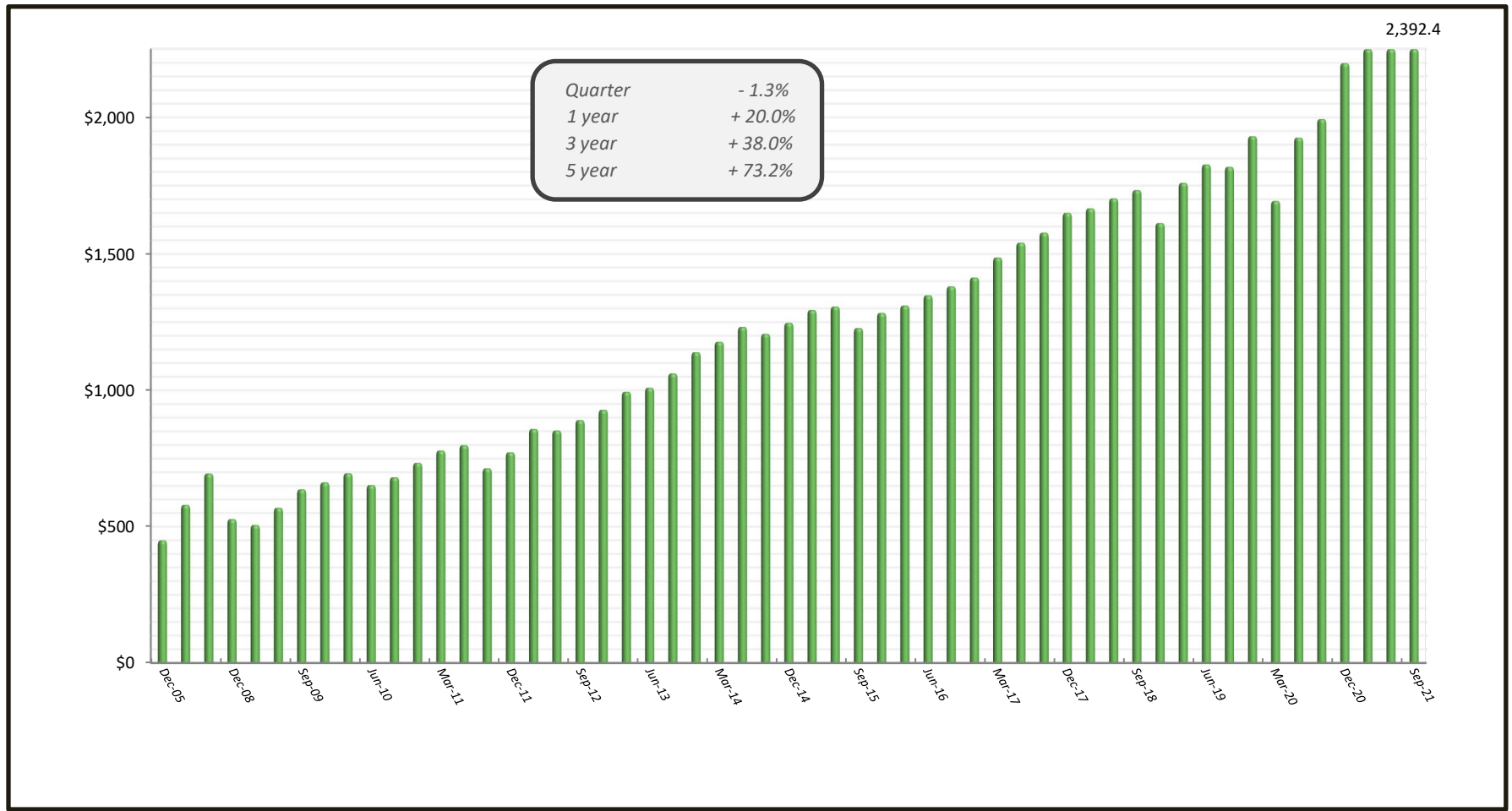
- | | <u>Alabama</u> | <u>Program</u> |
|------------------------|----------------|----------------|
| • Average account size | \$22,574 | \$25,161 |
| • Median account size | \$9,684 | \$9,710 |

Total Plan Assets

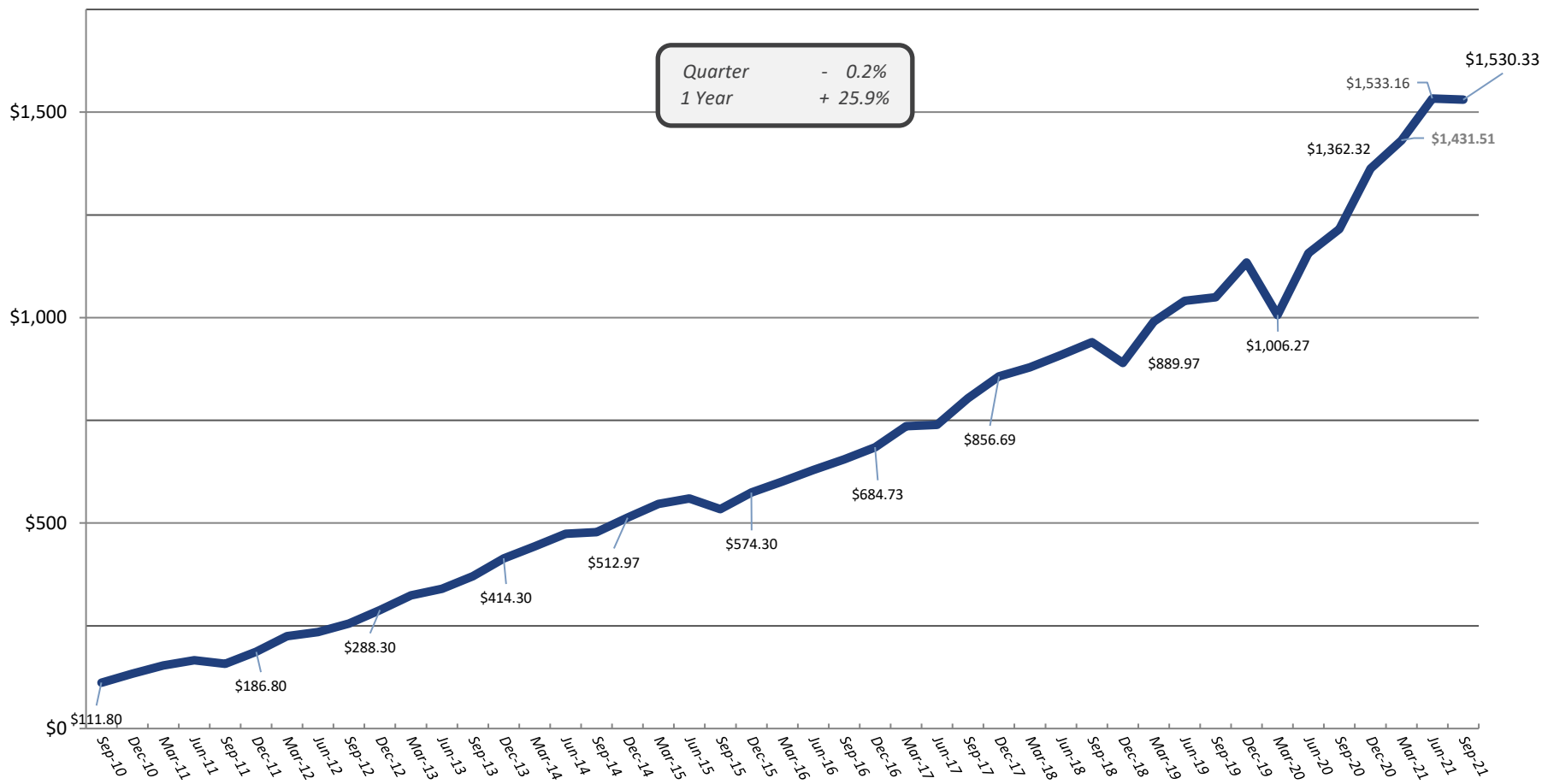


Note: Historical #'s through June 2010 are year end and quarterly #'s as reported by Van Kampen.
July 2010 value represents the \$671 mil conversion total.

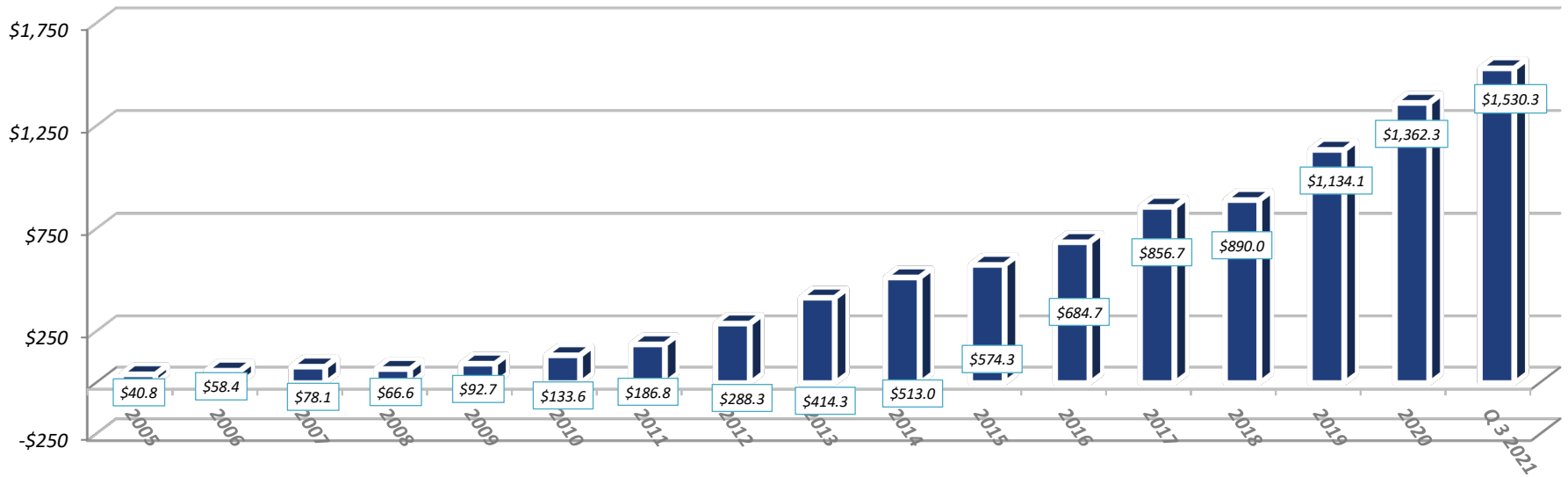
Total Plan Assets



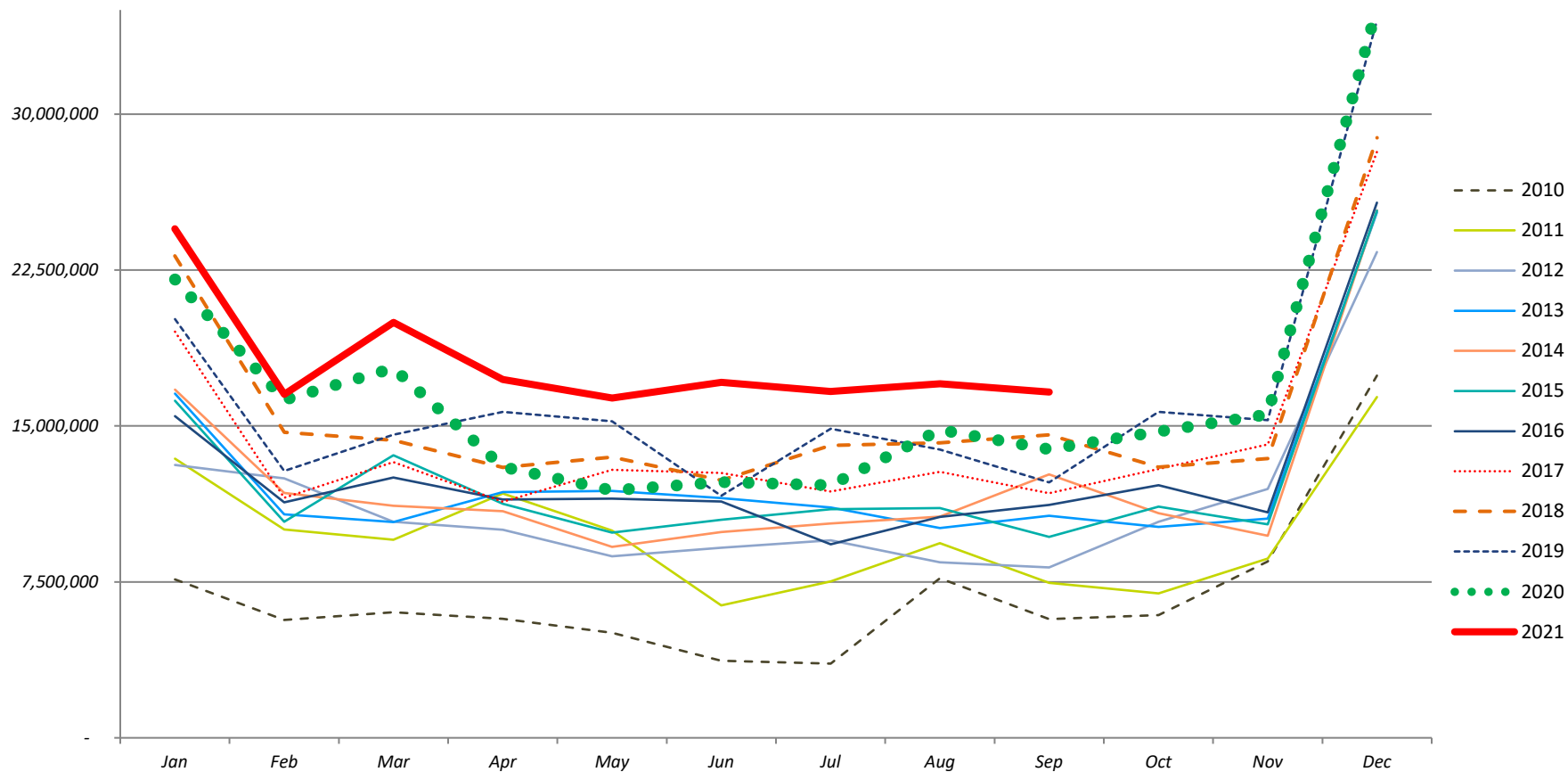
Alabama Assets (quarter end)



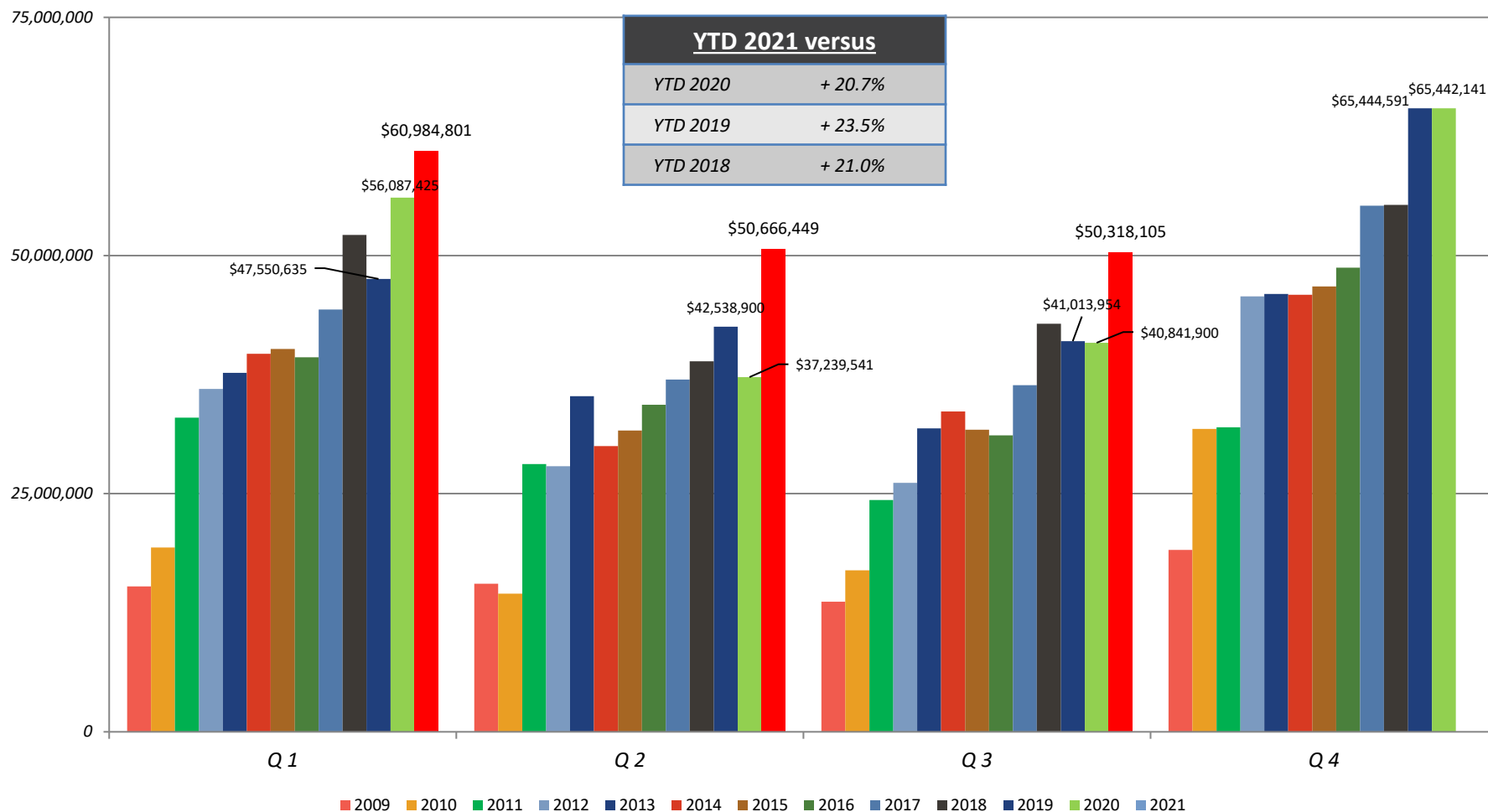
Calendar Year End



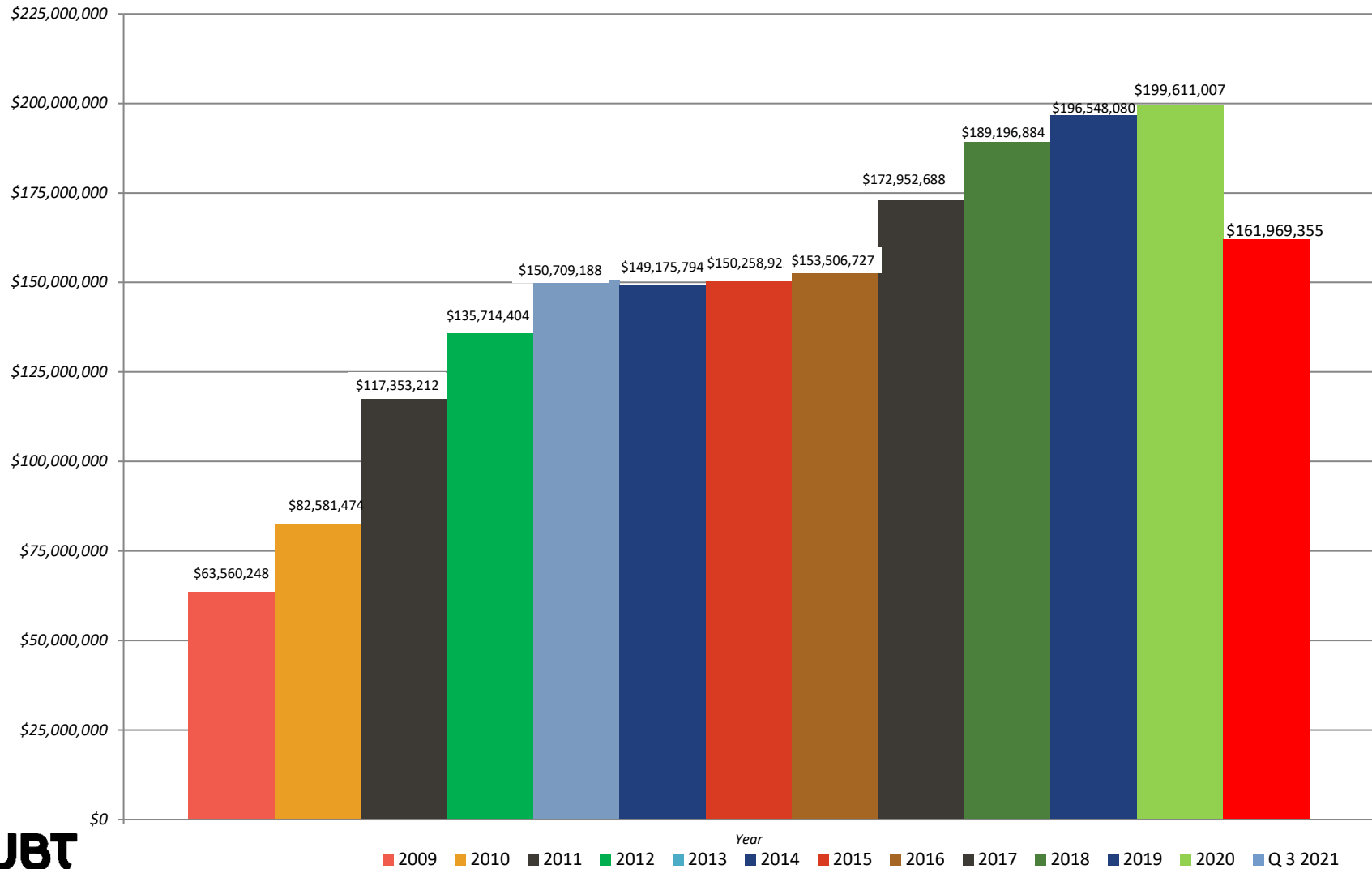
Total Contributions



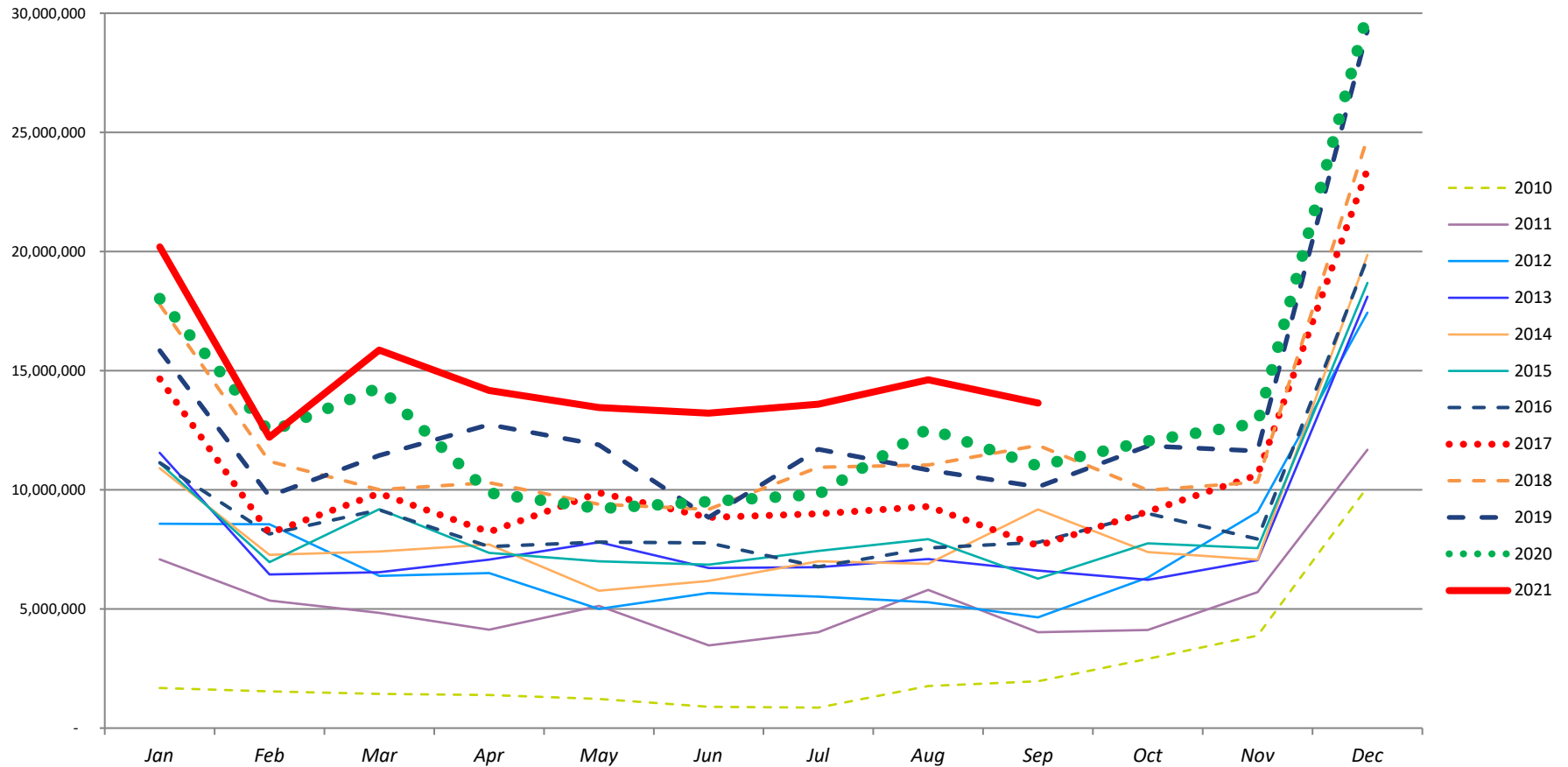
Total Contributions by quarter (2009 – 2021)



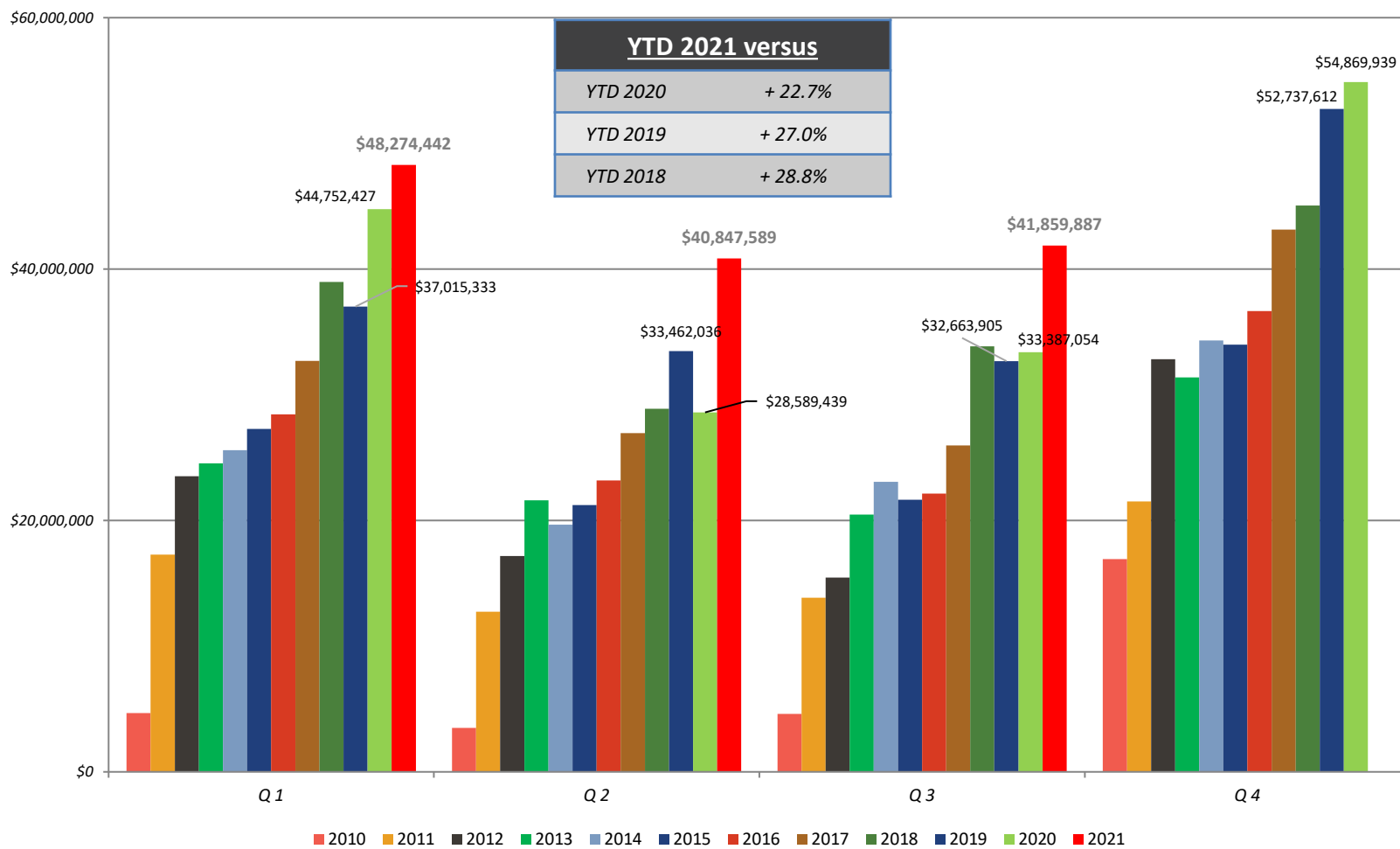
Total Contributions by Calendar Year (2009 – 2021)



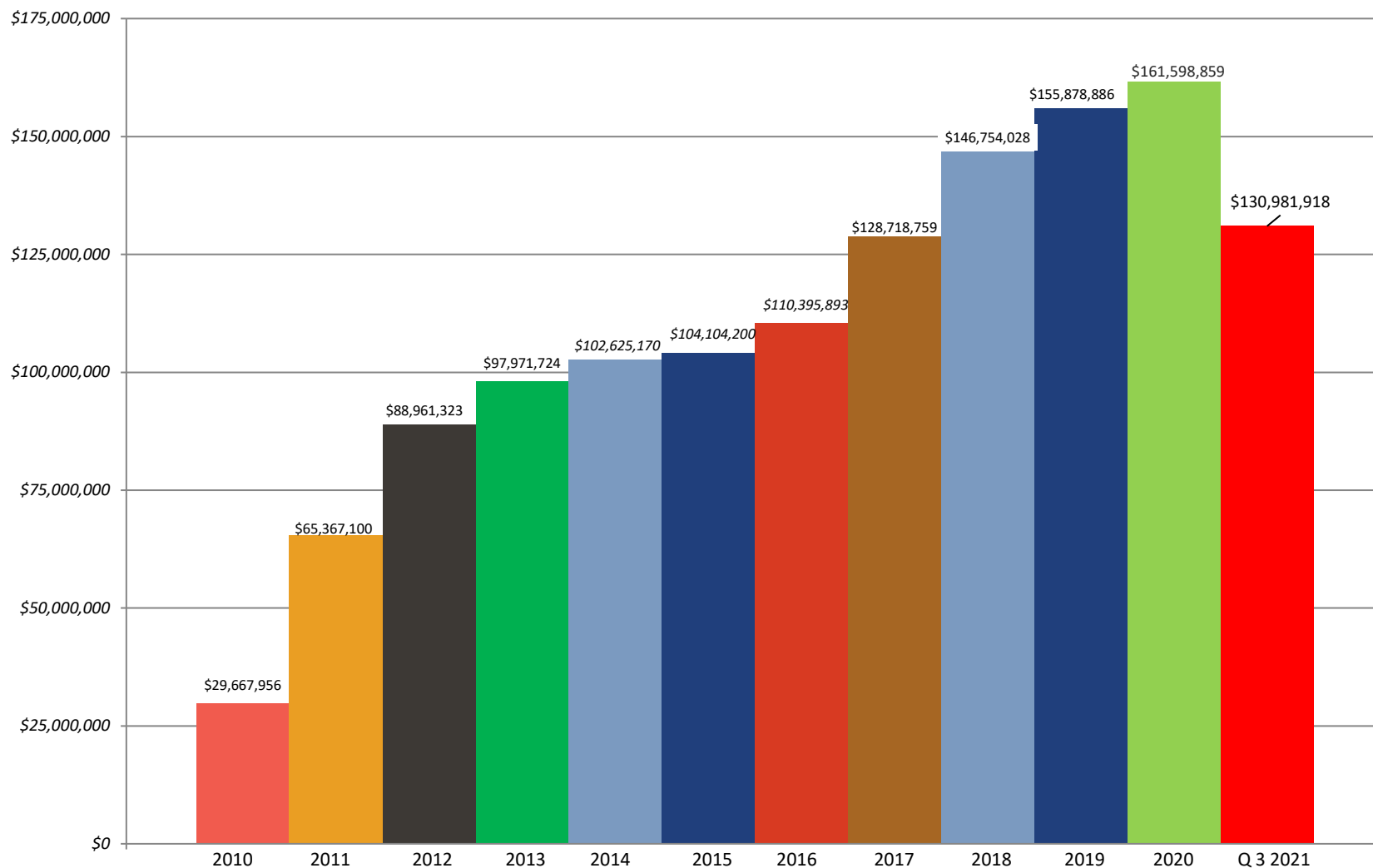
Alabama Contributions



Alabama Contributions by quarter (2010 - 2021)



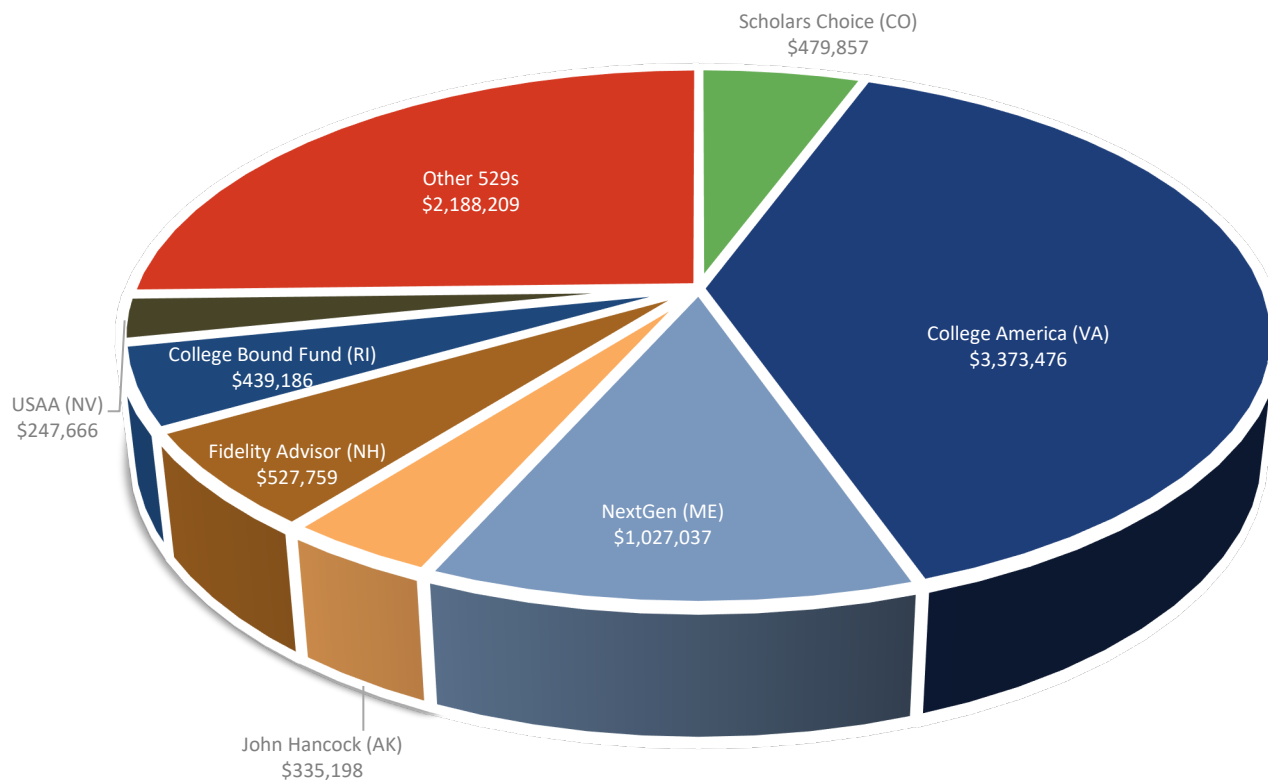
Alabama Contributions by Calendar Year (2010 - 2021)



YTD Advisor Plan “Rollovers In”

	<u>Number</u>	<u>versus 2020 CY</u>	<u>\$ Amount</u>	<u>versus 2020 CY</u>
CY 2020	634	64.0%	\$12.9 mil	67.0%

Rollover Contributions (\$8.618 mil)

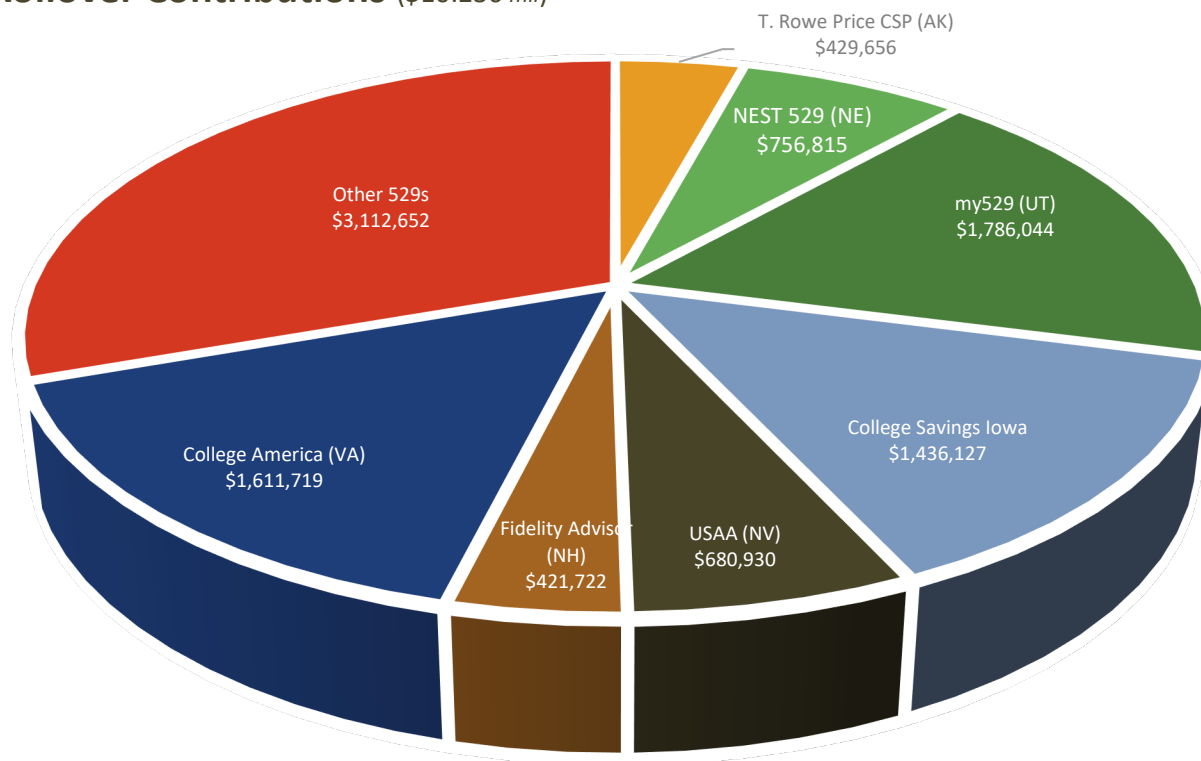


406 Incoming Rollovers
Average Rollover = \$21,228

YTD Direct Plan "Rollovers In"

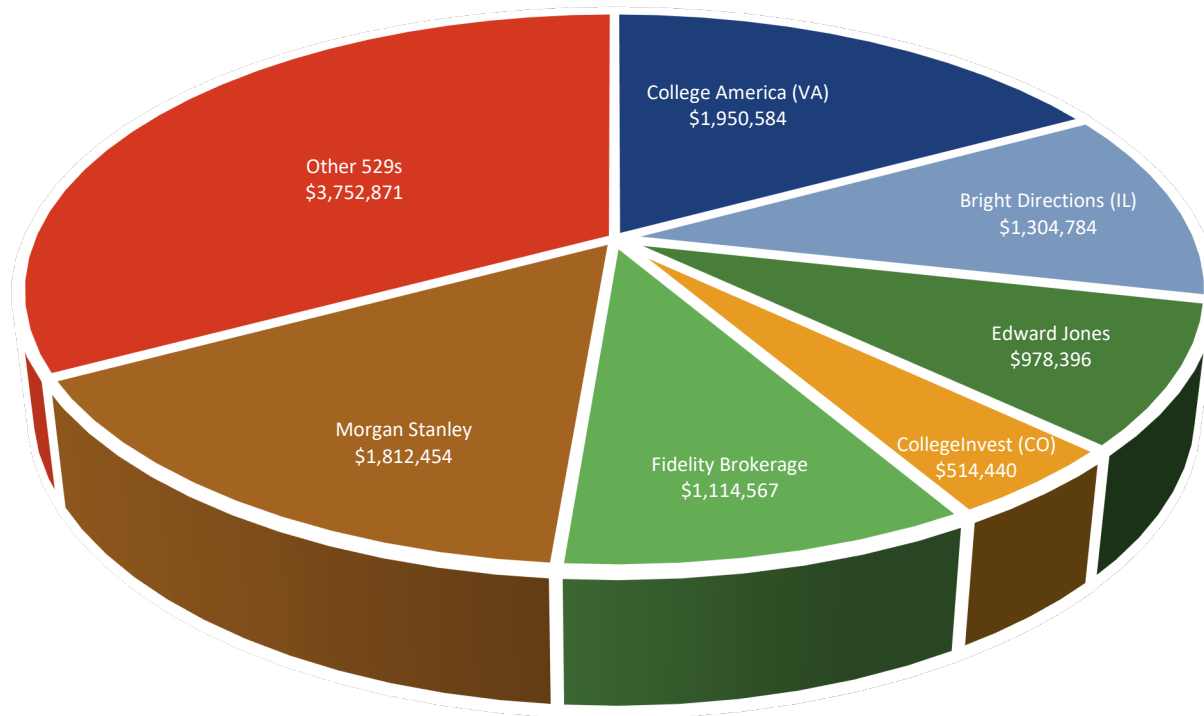
	Number	versus 2020 CY	\$ Amount	versus 2020 CY
CY 2020	574	77.4%	\$10.71 mil	95.5%

Rollover Contributions (\$10.236 mil)



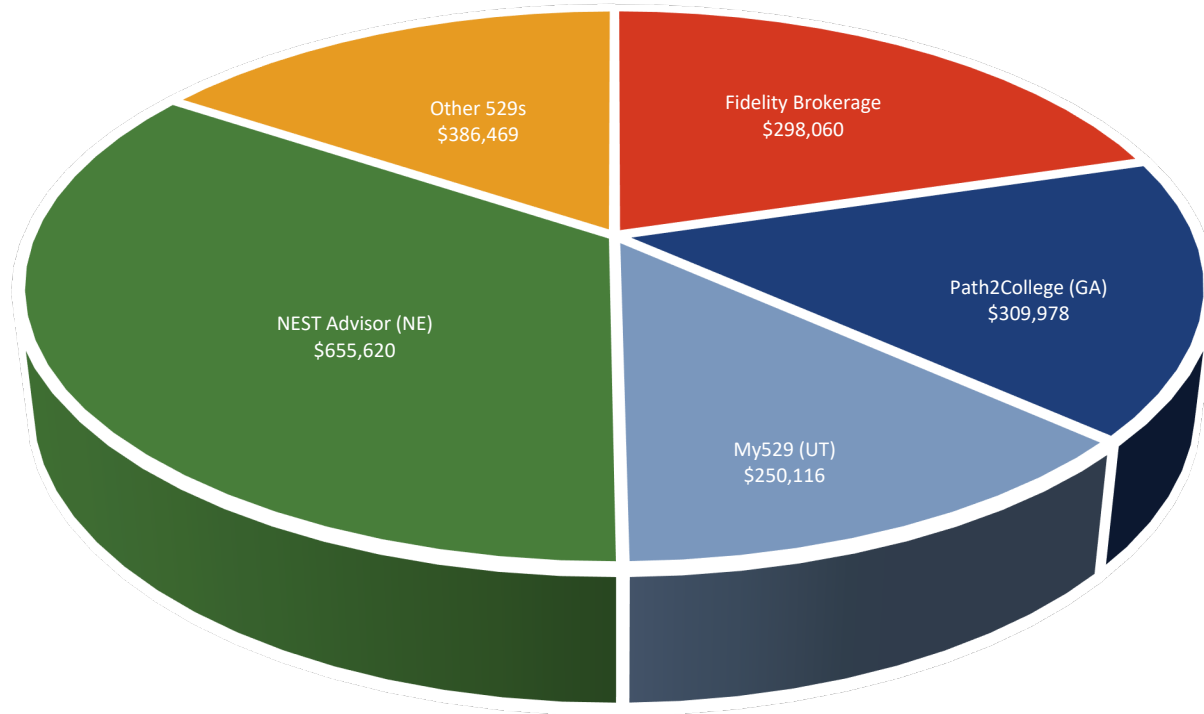
444 Incoming Rollovers
Average Rollover = \$23,053

529 Rollovers Out (\$11.428 mil)



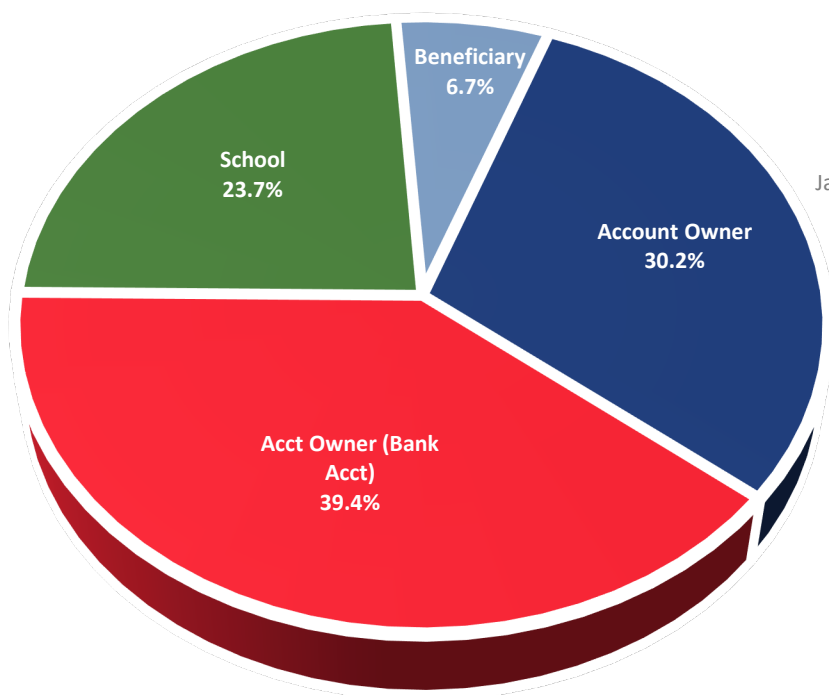
"Rollovers Out" YTD Direct Plan

Rollovers Out (\$1.90 mil)

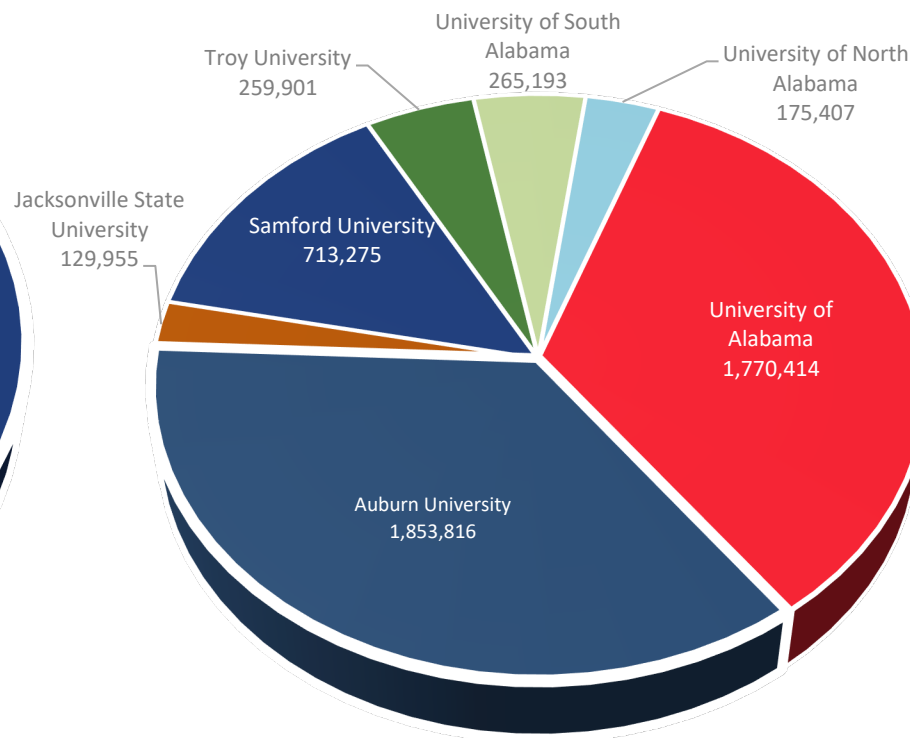


CY 2021 Withdrawal Activity

CY Withdrawals (\$135.0 mil)



Withdrawals Paid Direct to Colleges (\$28.8 mil)



Top 7 Alabama colleges by withdrawal amounts

Largest Broker Dealers

- 1) Morgan Stanley
- 2) Edward Jones & Co.
- 3) Raymond James (*Associates & Financial Services*)
- 4) LPL Financial Corp.
- 5) Wells Fargo Advisors

Largest Broker Dealers (Alabama)

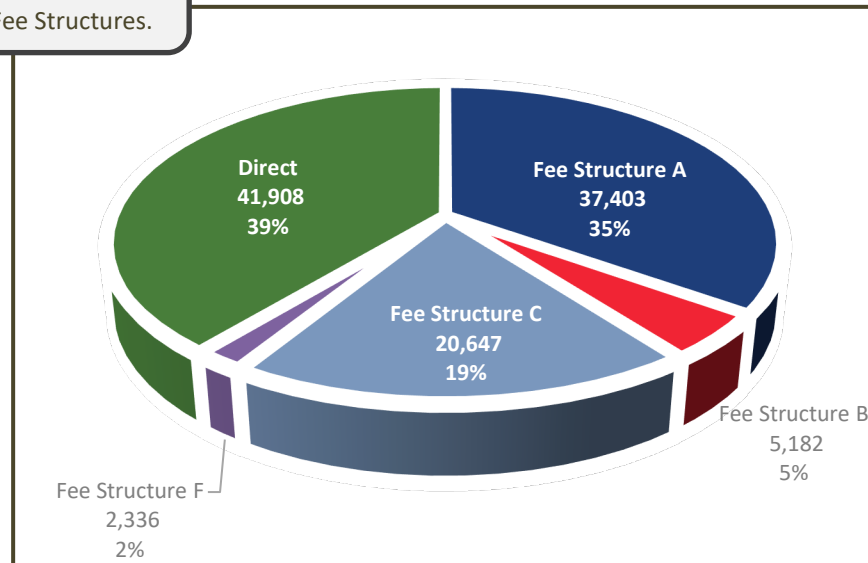
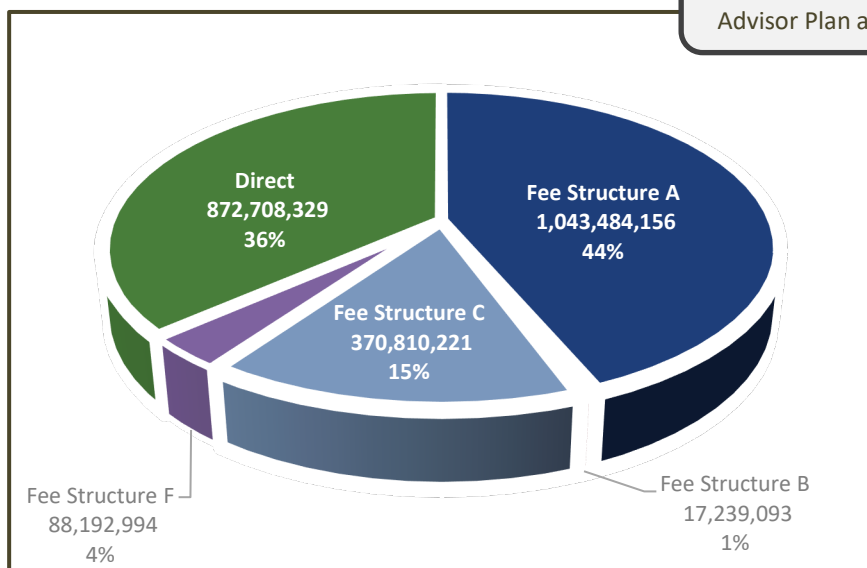
- 1) Edward Jones & Co
- 2) Morgan Stanley
- 3) Raymond James (*Associates & Financial Services*)
- 4) LPL Financial
- 5) Wells Fargo Advisors

Market Value and Accounts – by Fee Structure

Market Value

This page breaks down the assets and accounts between the Direct and Advisor Plan and the Fee Structures.

Accounts



Fee Structure A	3.5% upfront load; 0.25% trail
Fee Structure B <i>(closed to new investors)</i>	5-year CDSC; 1.00% trail
Fee Structure C	No upfront load; 0.50% trail; 10-year conversion to A
Fee Structure F	No upfront load or trail
Direct Plan	No financial advisor assistance <i>(no loads or trails)</i>

Market Value and Accounts – by State

(10 largest States by assets)

State	Assets	% of Total Program Assets	State 529 Plan Assets*	CollegeCounts as a % of In-State Plan Assets (as of Dec 31, 2020)*	Population
1 Alabama	\$1.53 <i>bil</i>	64.0%			4.9 <i>mil</i>
2 California	\$184.6 <i>mil</i>	7.7%	\$11.361 <i>bil</i>	1.7%	39.6 <i>mil</i>
3 Texas	\$98.4 <i>mil</i>	4.1%	\$929 <i>mil</i>	11.0%	29.7 <i>mil</i>
4 Florida	\$56.9 <i>mil</i>	2.4%	\$899 <i>mil</i>	6.4%	21.9 <i>mil</i>
5 New Jersey	\$48.4 <i>mil</i>	2.0%	\$6.449 <i>bil</i>	0.8%	8.9 <i>mil</i>
6 Pennsylvania	\$36.3 <i>mil</i>	1.5%	\$3.960 <i>bil</i>	1.0%	12.8 <i>mil</i>
7 Tennessee	\$32.1 <i>mil</i>	1.3%	\$231 <i>mil</i>	13.7%	6.9 <i>mil</i>
8 Massachusetts	\$30.4 <i>mil</i>	1.3%	\$7.739 <i>bil</i>	0.4%	6.9 <i>mil</i>
9 Georgia	\$29.0 <i>mil</i>	1.2%	\$3.967 <i>bil</i>	0.8%	10.8 <i>mil</i>
10 Minnesota	\$27.7 <i>mil</i>	1.2%	\$1.717 <i>bil</i>	1.7%	5.7 <i>mil</i>

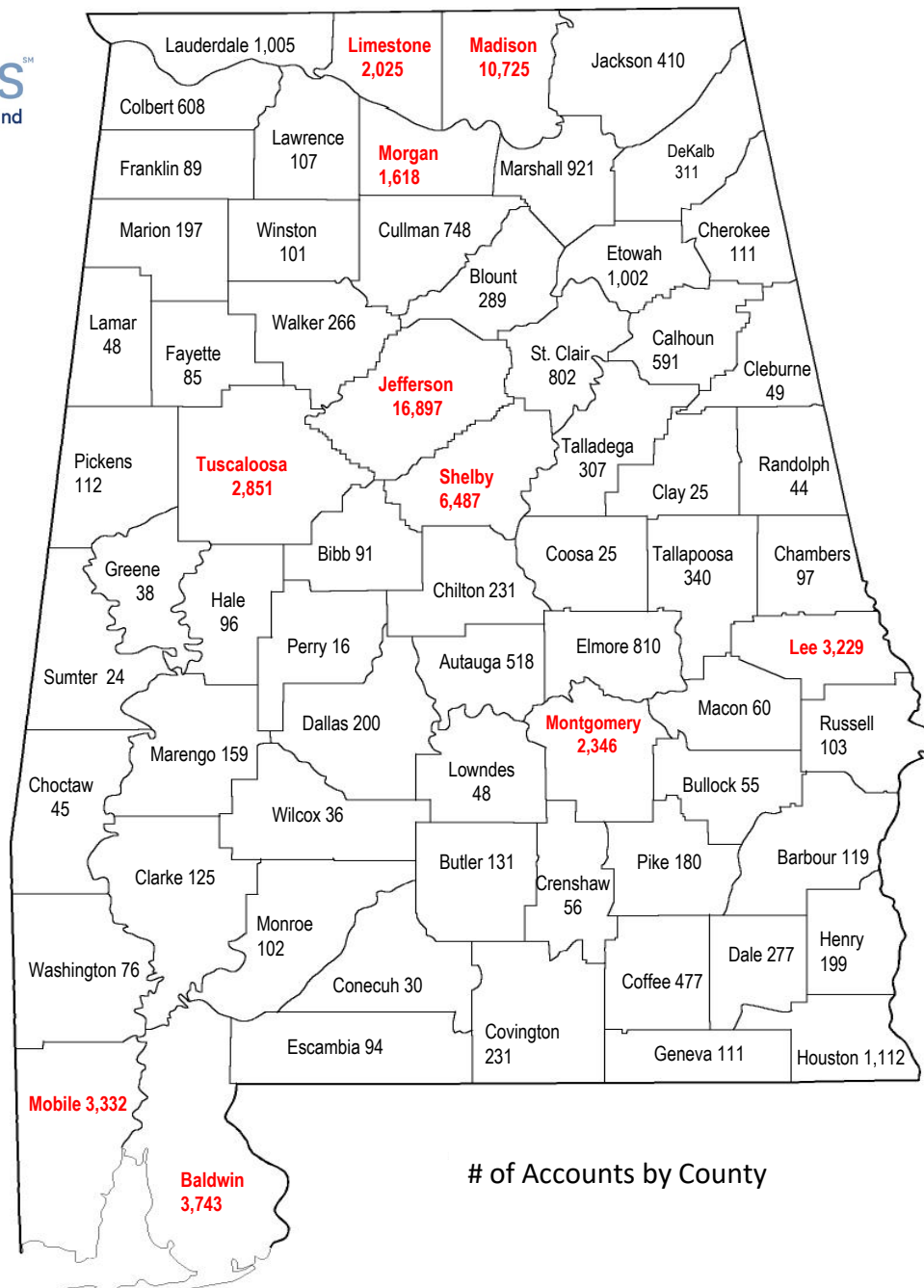
* Source: Strategic Insight and other industry reports as of December 31, 2020

Market Value and Accounts – by County

(10 largest Alabama counties by # of accounts)

County	Dec 31, 2020 Accounts	September 30, 2021 Accounts	YTD 2021 Growth	% of AL Accts	Assets (mil)	% of AL Assets
1) Jefferson	16,086	16,897	5.0%	24.9%	\$491.3	32.1%
2) Madison	10,045	10,725	6.8%	15.8%	\$221.2	14.5%
3) Shelby	6,197	6,487	4.7%	9.6%	\$147.0	9.6%
4) Baldwin	3,531	3,743	6.0%	5.5%	\$78.7	5.1%
5) Mobile	3,182	3,332	4.7%	4.9%	\$76.8	5.0%
6) Lee	3,023	3,229	4.9%	4.8%	\$63.5	4.1%
7) Tuscaloosa	2,718	2,851	6.8%	4.2%	\$65.1	4.3%
8) Montgomery	2,293	2,346	2.3%	3.5%	\$74.1	4.8%
9) Limestone	1,852	2,025	6.1%	3.0%	\$34.4	2.2%
10) Morgan	<u>1,525</u>	<u>1,618</u>	9.3%	2.4%	<u>\$27.7</u>	1.8%
Totals	50,452	53,253	+ 5.6%	79%	\$1.279 bil	83%

County Map (10 largest counties in red)



of Accounts by County

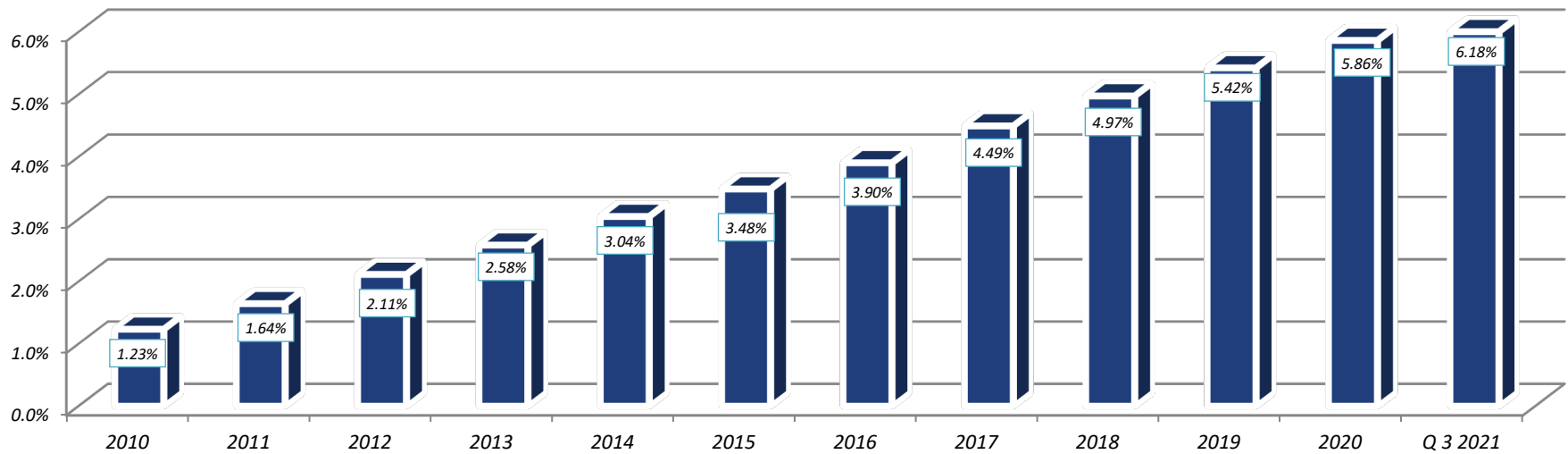
In-State "Success Rate"

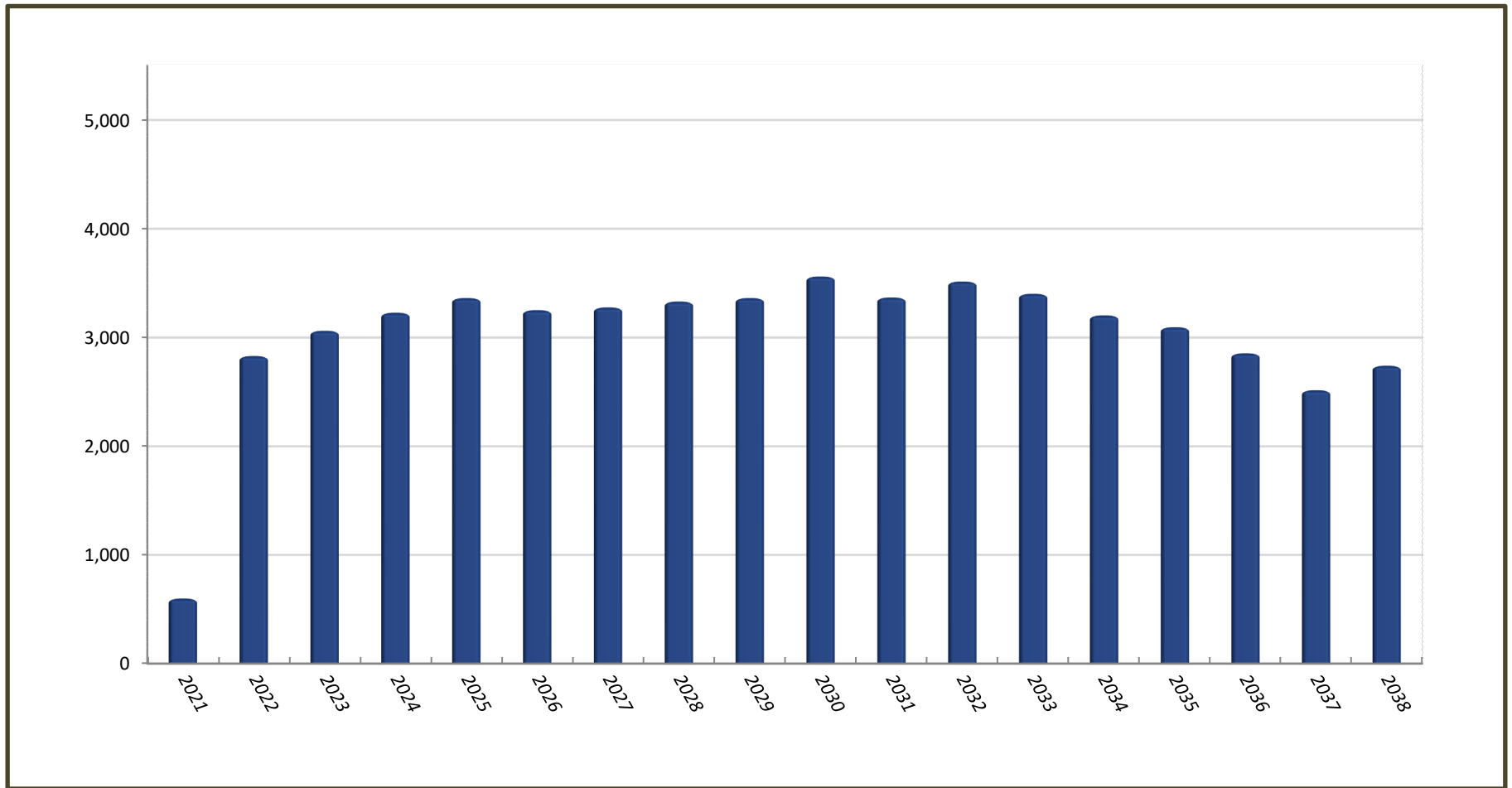
The following metric measures the number of CollegeCounts 529 accounts with an Alabama account owner. This is a key measure in regards to the effectiveness of the marketing and grass roots efforts in increasing the number of Alabama families who save for college.

	<u>U.S. Census 2010</u>	<u>2016 Census Fact Finder</u>
Alabama Population*	4,779,736	4,863,300
Population under age 18*	1,132,459	1,096,823
Accounts with an Alabama Owner	66,822	66,822
In-State "Success Rate"	5.99%	6.18%

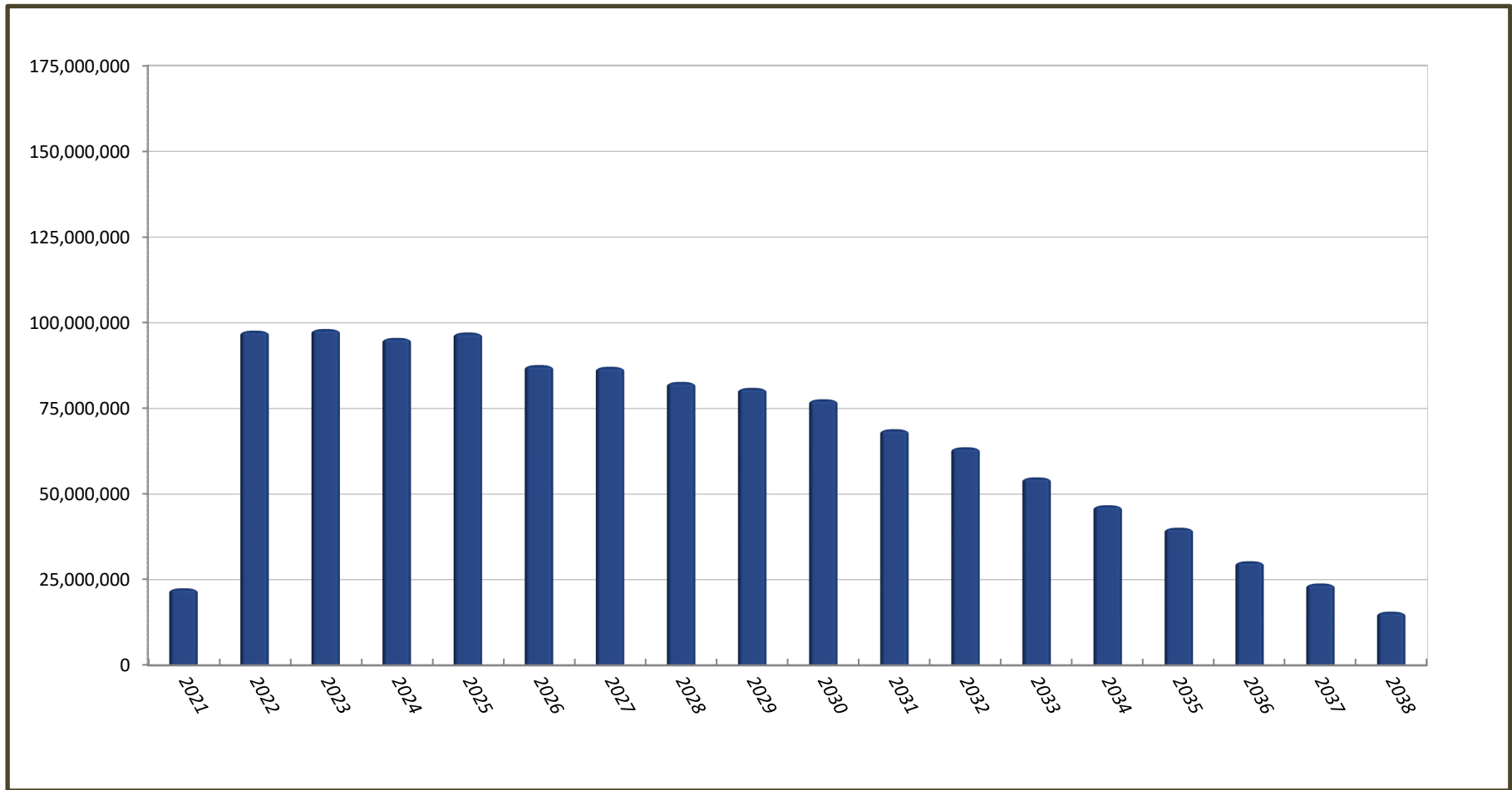
Source: U.S. Census Bureau 2010 Demographic Profile
U.S. Census Bureau Fact Finder 2016

Calendar Year End





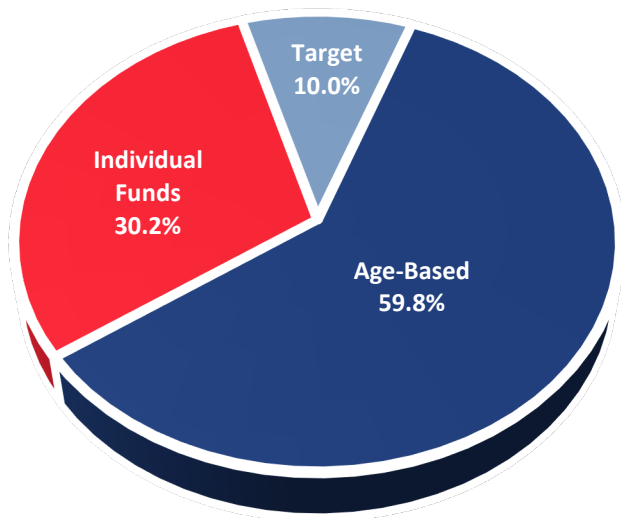
Alabama Assets - *beneficiary age 18 year*



Portfolio Assets by Market Value

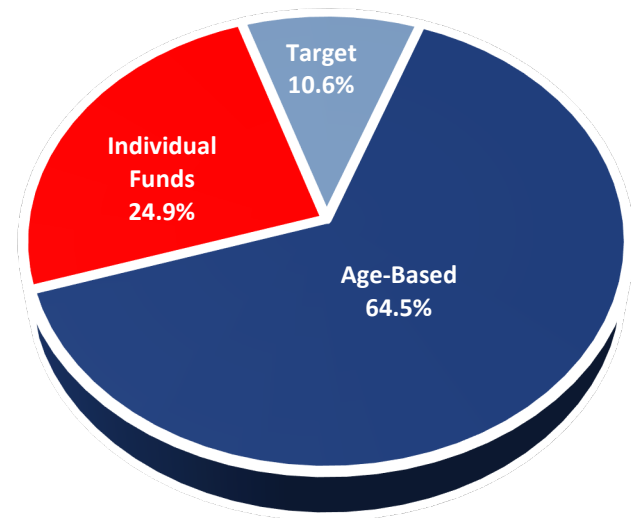
The Direct Plan offers investors:

- 3 Age-Based Tracks (*Aggressive, Moderate, and Conservative*)
- 6 Target Portfolios (*100% equity to 100% fixed*)
- 26 Individual Fund Portfolios



The Advisor Plan offers investors:

- 3 Age-Based Tracks (*Aggressive, Moderate, and Conservative*)
- 6 Target Portfolios (*100% equity to 100% fixed*)
- 24 Individual Fund Portfolios

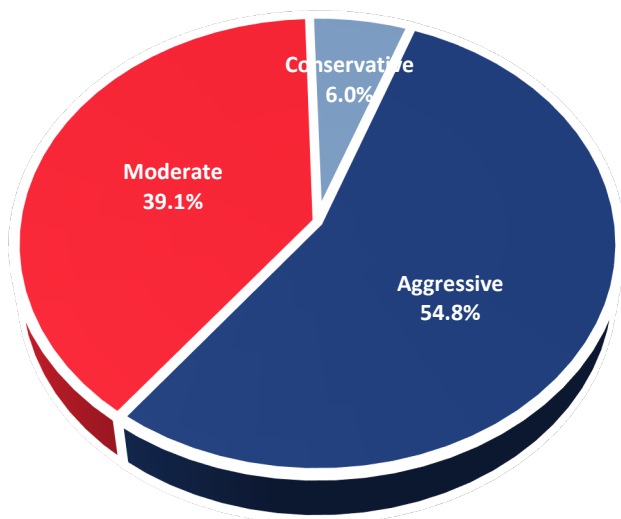


Age-Based Tracks

Direct Plan

67.6% of investors utilize the 3 Age-Based Tracks

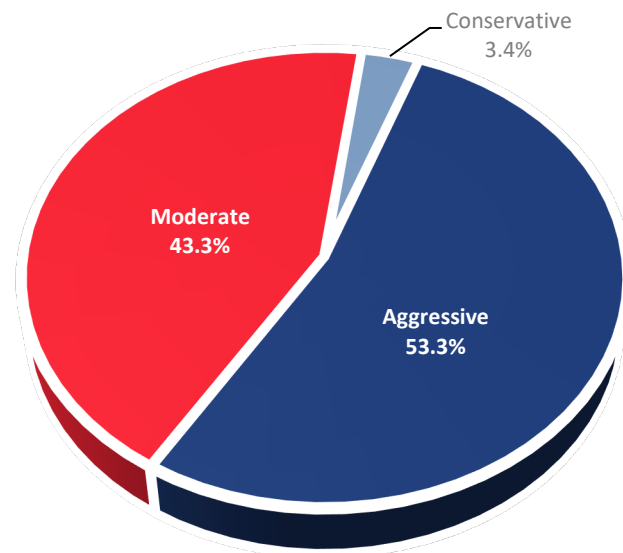
- Aggressive Track → 14,121 accounts and \$291.6 mil
- Moderate Track → 10,072 accounts and \$203.5 mil
- Conservative Track → 1,552 accounts and \$26.6 mil



Advisor Plan

71.9% of investors utilize the 3 Age-Based Tracks

- Aggressive Track → 21,849 accounts and \$530.9 mil
- Moderate Track → 17,755 accounts and \$412.0 mil
- Conservative Track → 1,385 accounts and \$37.8 mil



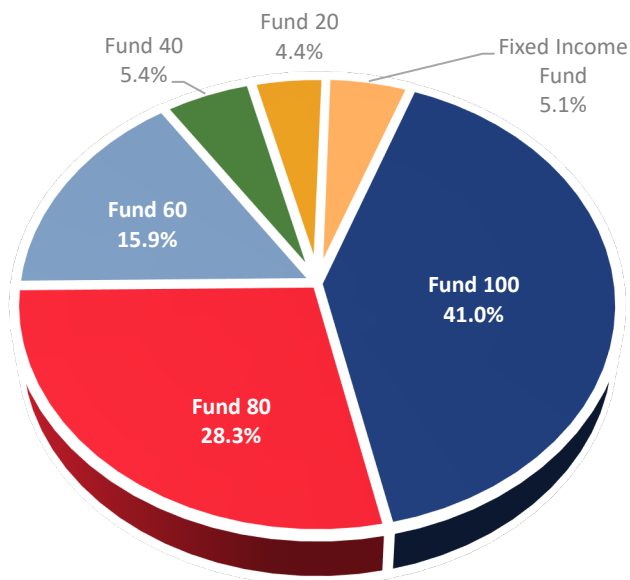
Based on number of accounts

Target Portfolios

Direct Plan

The 6 Target Portfolios are utilized by 8.0% of investors

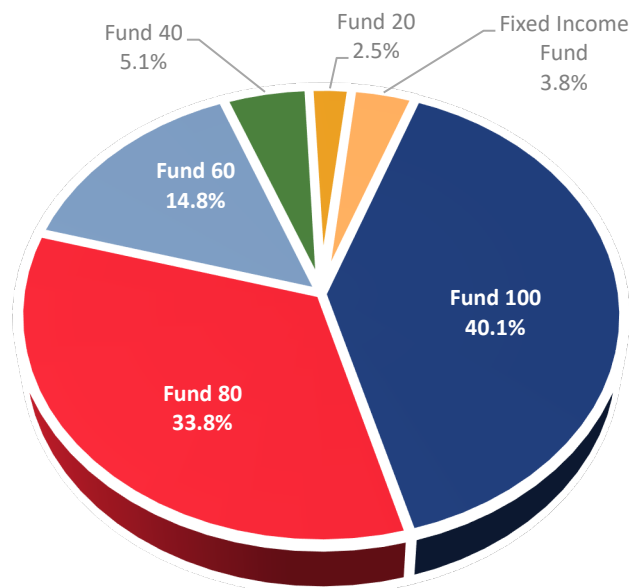
- Fund 80 & 100 → 2,097 accounts and \$62.0 *mil*
- Fund 40 & 60 → 644 accounts and \$18.7 *mil*
- Fixed Income & Fund 20 → 287 accounts and \$6.7 *mil*



Advisor Plan

The 6 Target Portfolios are utilized by 8.6% of investors

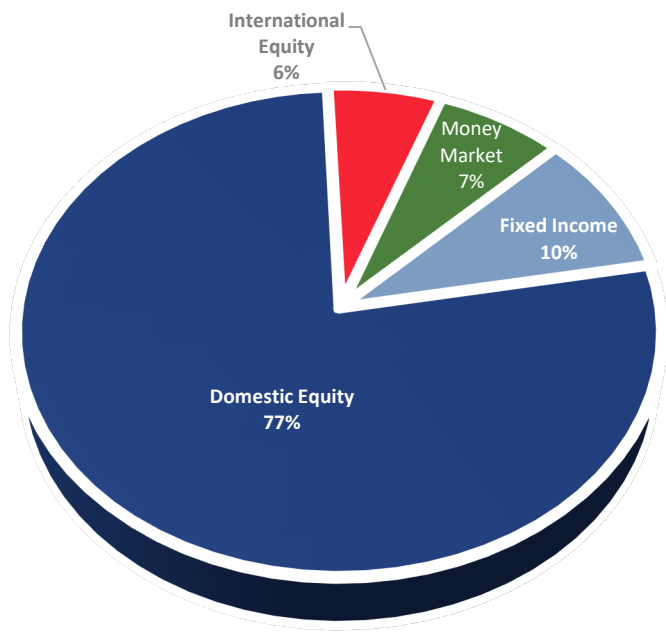
- Fund 80 & 100 → 3,638 accounts and \$118.9 *mil*
- Fund 40 & 60 → 977 accounts and \$33.8 *mil*
- Fixed Income & Fund 20 → 310 accounts and \$8.0 *mil*



Based on number of accounts

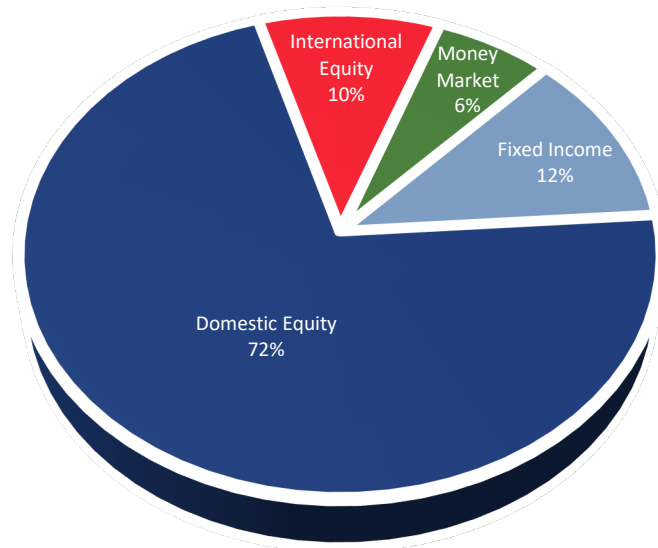
Direct Plan

The 26 Individual Fund Portfolios are utilized by 24.4% of investors (30.2% of assets)
(average # of individual fund portfolios utilized = 3.2)



Advisor Plan

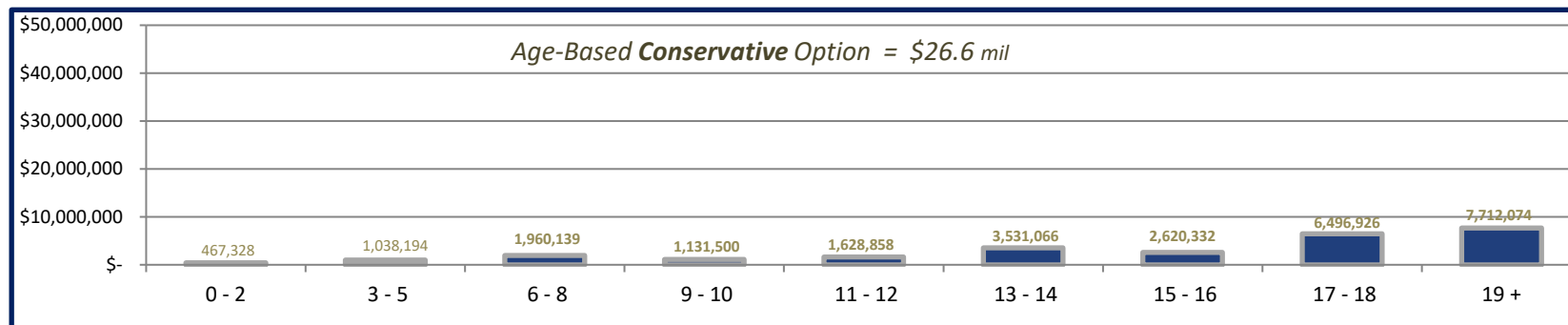
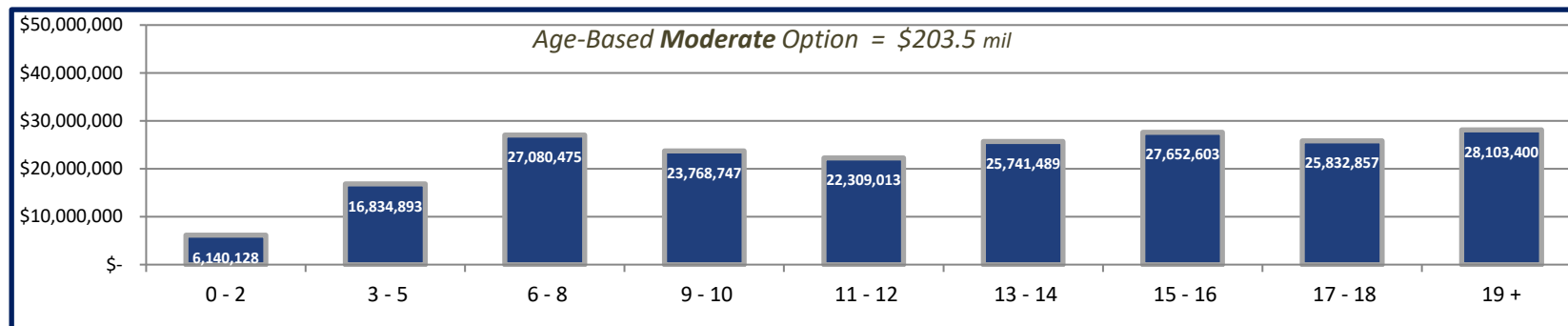
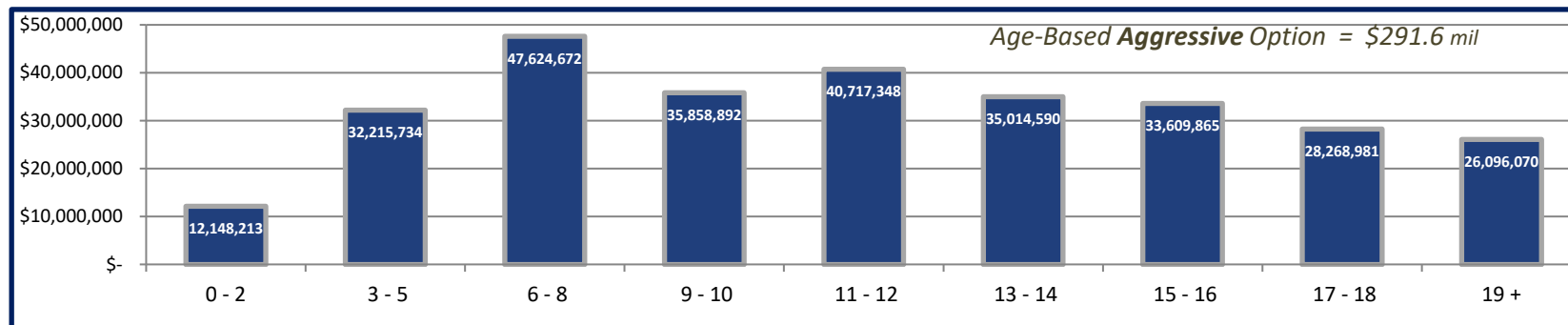
The 24 Individual Fund Portfolios are utilized by 19.5% of investors (24.9% of assets)
(average # of individual fund portfolios utilized = 4.9)



Based on market value

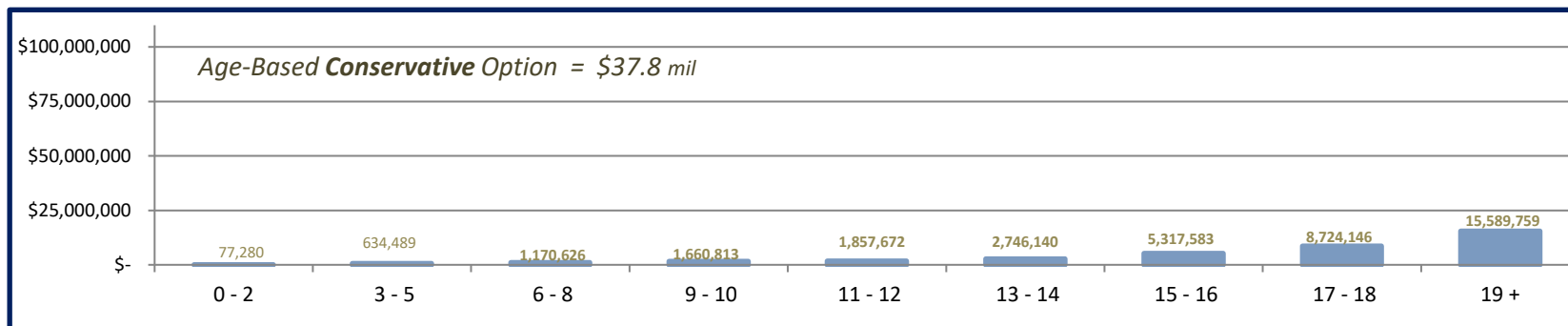
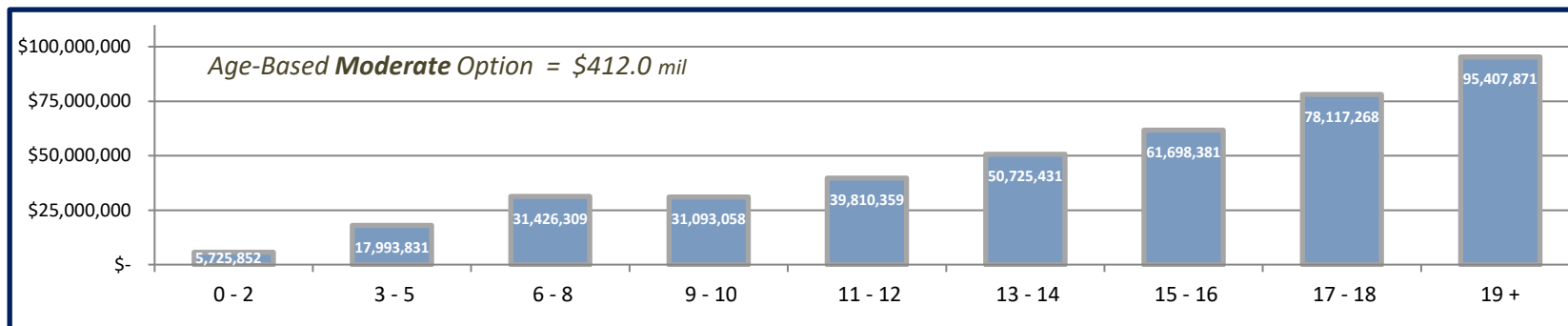
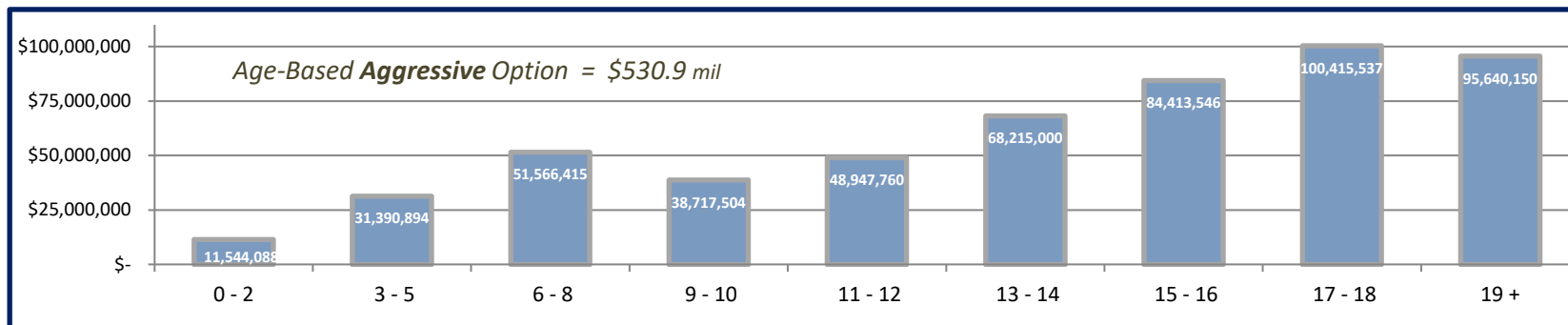
Direct Plan – Age-Based Portfolios

The Direct Plan offers 3 Age-Based Options. The charts reflect the dollars invested in each age-band within the 3 Age-Based options.

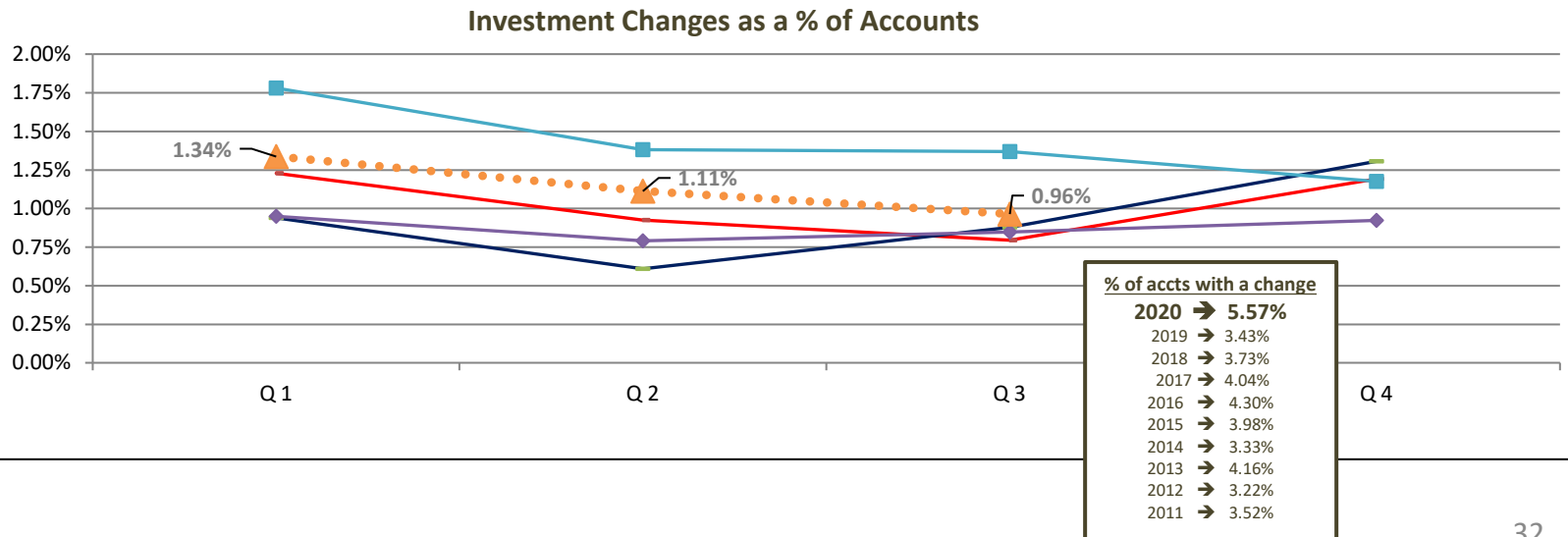
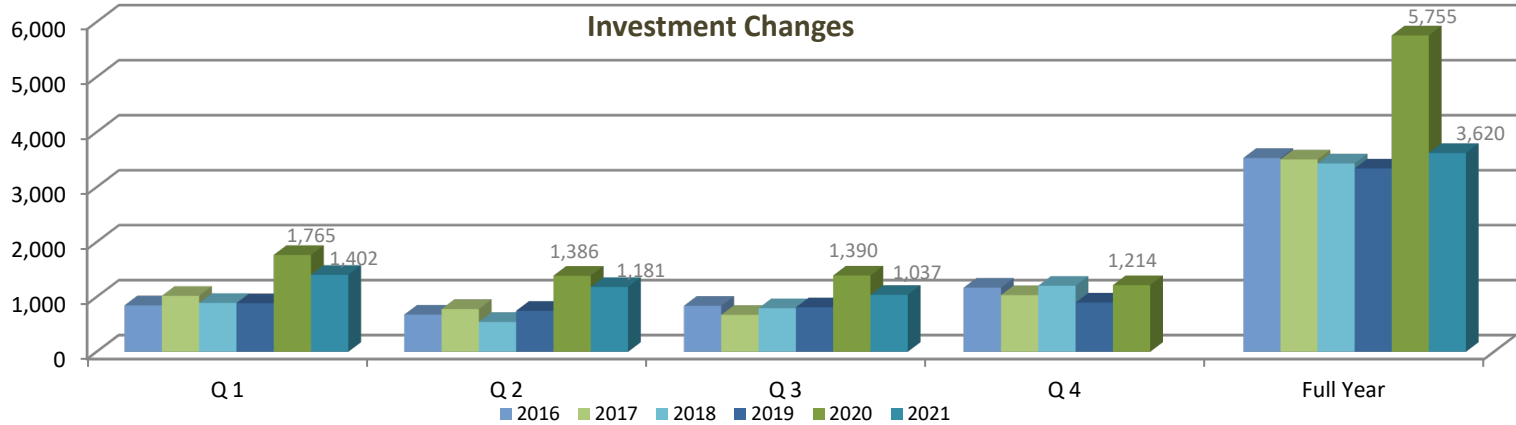


Advisor Plan – Age-Based Portfolios

The Advisor Plan offers 3 Age-Based Options. The charts reflect the dollars invested in each age-band within the 3 Age-Based options.



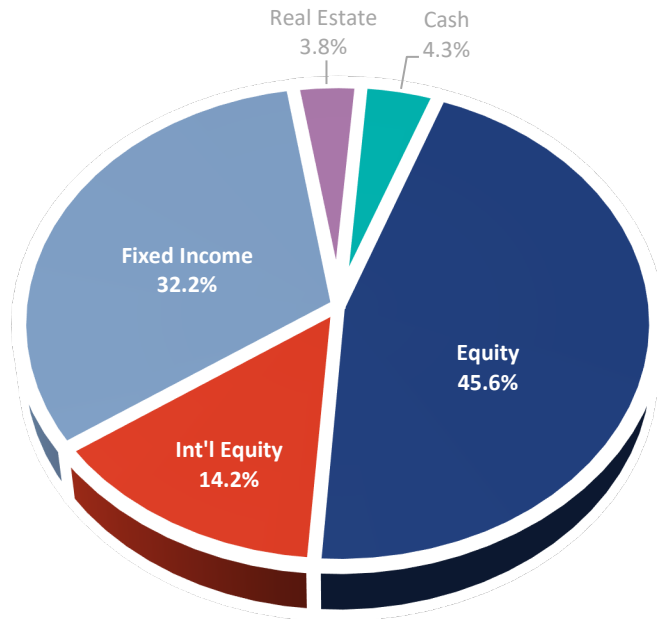
Investment Change Activity



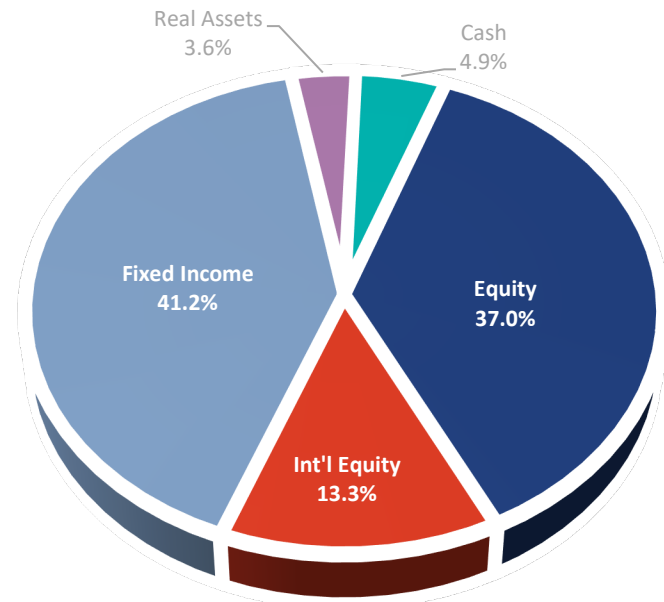
Overall Plan Asset Allocation

The following is a look through of all Age-Based, Target and Individual Fund Portfolios to the underlying stock/bond allocations. The Plans are well diversified.

Direct Plan



Advisor Plan



Historical Asset Allocation

(Age-Based, Target & Individual Fund Portfolios Combined)

Direct Plan	9-30-10	12-31-10	12-31-11	12-31-12	12-31-13	12-31-14	12-31-15	12-31-16	12-31-17	12-31-18	12-31-19	12-31-20
Cash	9.6%	9.1%	5.7%	4.5%	4.1%	4.4%	4.5%	4.1%	3.8%	4.5%	4.3%	4.8%
Fixed Income	28.3%	27.1%	29.9%	30.3%	28.0%	28.3%	28.0%	33.7%	33.1%	33.8%	33.2%	33.0%
Real Estate	1.5%	1.6%	1.9%	3.6%	3.6%	3.9%	3.8%	4.4%	4.2%	4.0%	4.0%	3.7%
Domestic Equity	45.8%	47.0%	47.6%	42.3%	44.9%	44.5%	44.9%	42.0%	42.7%	42.4%	43.3%	44.0%
International	14.9%	15.2%	15.0%	19.3%	19.4%	18.9%	18.9%	15.7%	16.3%	15.2%	15.2%	14.6%

Advisor Plan	9-30-10	12-31-10	12-31-11	12-31-12	12-31-13	12-31-14	12-31-15	12-31-16	12-31-17	12-31-18	12-31-19	12-31-20
Cash	4.6%	4.2%	4.8%	4.7%	4.2%	4.0%	4.5%	4.0%	3.8%	4.4%	4.4%	5.2%
Fixed Income	27.0%	26.5%	28.1%	33.9%	32.7%	33.4%	34.3%	41.6%	41.2%	42.7%	42.1%	41.8%
Real Assets	1.5%	1.4%	1.5%	2.9%	2.9%	2.9%	2.9%	3.7%	3.7%	3.6%	3.7%	3.5%
Domestic Equity	45.7%	46.3%	43.9%	40.2%	41.8%	41.8%	41.0%	36.7%	37.0%	35.7%	36.2%	36.1%
International	21.3%	21.5%	21.7%	18.2%	18.4%	17.9%	17.4%	14.0%	14.3%	13.7%	13.7%	13.3%

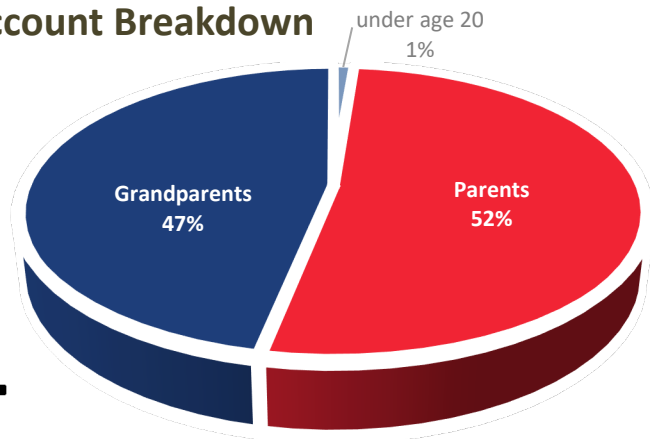
Account Owner Statistics

	Account Owner Age	# of Accounts	%	Market Value	%	Average Account Size
<div> <div>Parents</div> <div>Grandparents</div> </div>	Under age 20	1,204	1.3%	\$38.5 mil	1.6%	\$31,967
	20 – 34	7,196	7.6%	\$78.3 mil	3.3%	\$10,887
	35 – 49	42,159	44.3%	\$990.6 mil	41.4%	\$23,496
	50 – 64	27,354	28.8%	\$854.3 mil	35.7%	\$31,230
	65 plus	17,172	18.1%	\$430.8 mil	18.0%	\$25,085
	Totals	95,086		\$2.392 bil		\$25,161

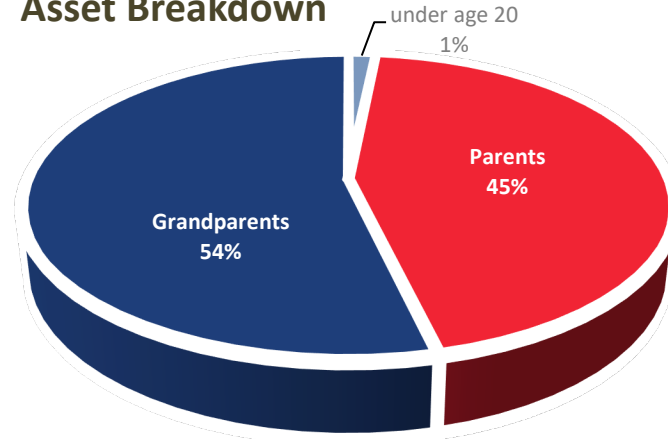
Average Age of Account Owner = 51.46
 Direct = 47.96 years Advisor = 53.22 years

Average Account Size
 Direct Plan \$22,921
 Advisor Plan \$26,657

Account Breakdown



Asset Breakdown



Beneficiary Statistics

Age of Beneficiary	# of Accounts	%	Market Value	%	Average Account Size
Pre-K (< 5)	13,429	14.1%	\$140.9 mil	5.9%	\$10,491
Grade School (5 – 10)	24,454	25.7%	\$493.5 mil	20.6%	\$20,180
Middle School (11-13)	12,872	13.5%	\$357.3 mil	14.9%	\$27,757
High School (14-17)	19,420	20.4%	\$675.8 mil	28.2%	\$34,800
College (18-22)	16,059	16.9%	\$517.8 mil	21.6%	\$32,243
Over age 22	8,851	9.3%	\$207.2 mil	8.7%	\$23,409
Totals	95,086		\$2.392 bil		\$25,161

Average Age of Beneficiary = 13.79

Direct = 11.5 years

Advisor = 14.95 years

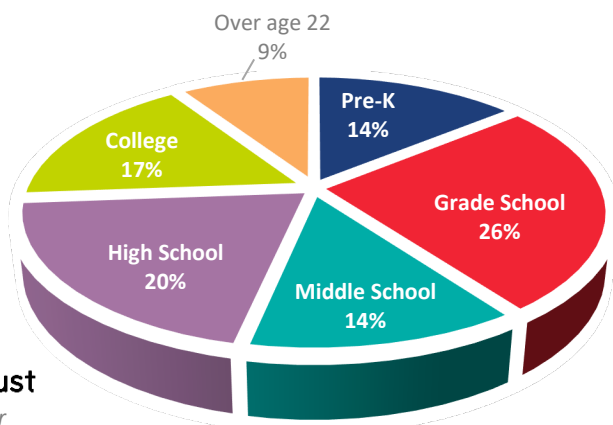
Median Account Size

CollegeCounts \$9,710

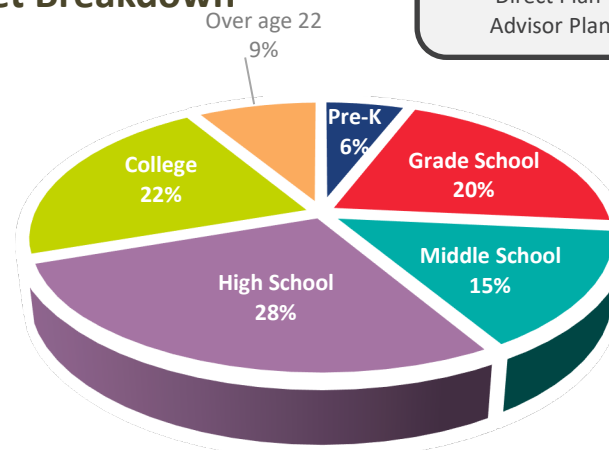
Direct Plan \$9,995

Advisor Plan \$9,529

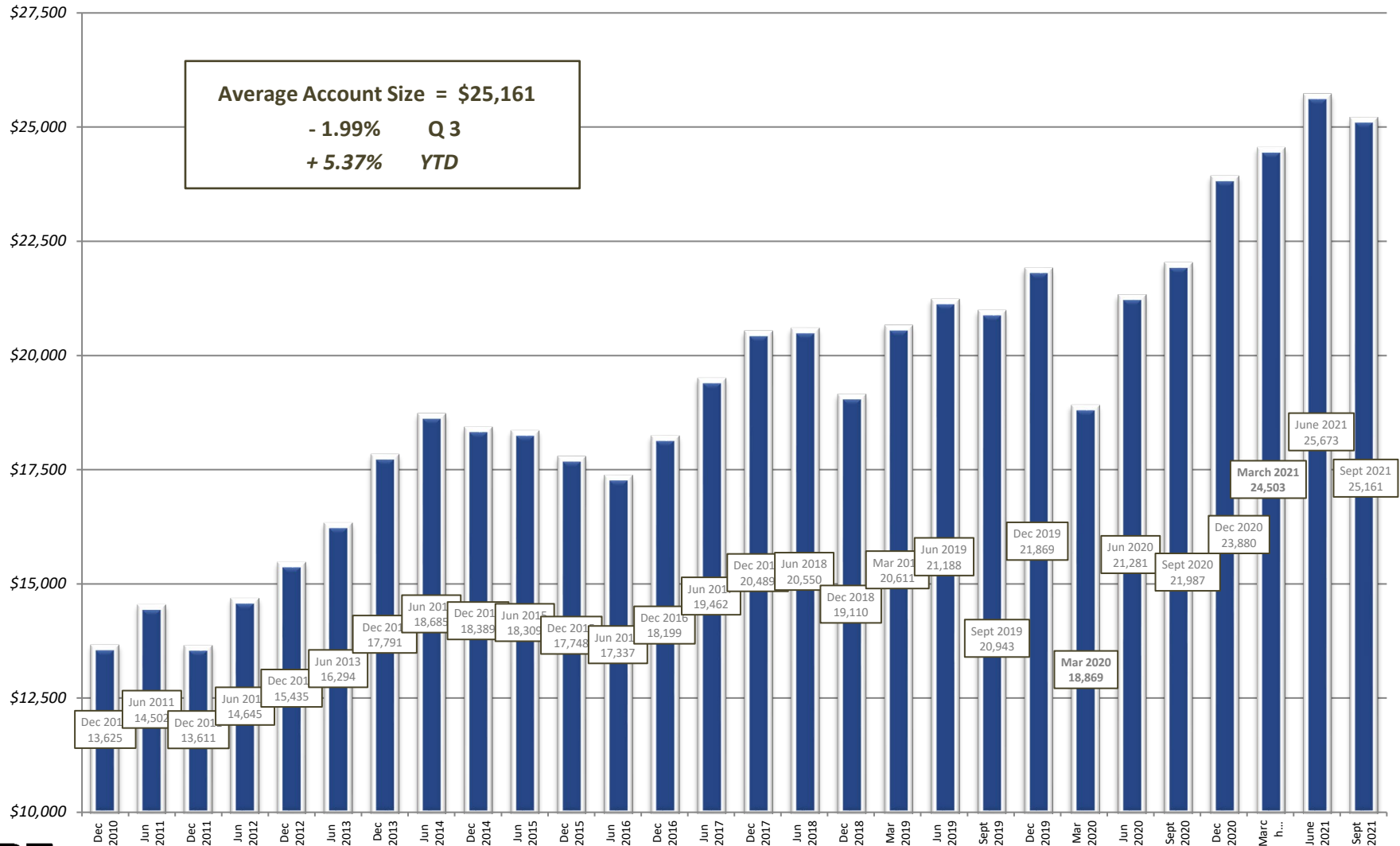
Account Breakdown



Asset Breakdown



Average Account Size



Important Legal Information

The CollegeCounts 529 Fund is a qualified tuition program under Section 529 of the Internal Revenue Code that is offered by the State of Alabama, administered by the Board of Trustees of the ACES Trust Fund (the “Trust” and plan issuer), marketed as the CollegeCounts 529 Fund, and Union Bank & Trust Company serves as Program Manager. Northern Trust Securities, Inc. serves as Distributor for the Advisor Plan. Except for any investments in the Bank Savings 529 Portfolio up to the limit provided by Federal Deposit Insurance Corporation (“FDIC”) insurance, accounts and investments under the CollegeCounts 529 Fund are not insured or guaranteed by the FDIC, the State of Alabama, the State of Alabama Treasurer, the Board, the Trust, the Program, Union Bank & Trust Company, Northern Trust Securities, Inc. or any other entity. Investment returns are not guaranteed, and you could lose money by investing in the Plan.

An investor should consider the investment objectives, risks, and charges and expenses associated with municipal fund securities before investing. This and other important information is contained in the fund prospectuses and the CollegeCounts 529 Fund Program Disclosure Statement (issuer’s official statement). Please read it carefully before investing. For a copy call 866.529.2228, visit CollegeCounts529.com or CollegeCounts529advisor.com, or contact your investment professional. You can lose money by investing in a portfolio. Each of the portfolios involves investment risks, which are described in the Program Disclosure Statement.

An investor should consider, before investing, whether the investor’s or designated beneficiary’s home state offers any state tax or other state benefits such as financial aid, scholarship funds, and protection from creditors that are only available for investments in such state’s 529 plan. Investors should consult a tax advisor.

CollegeCountsSM

Alabama's 529 Fund

Call Center Activity
November 17, 2021

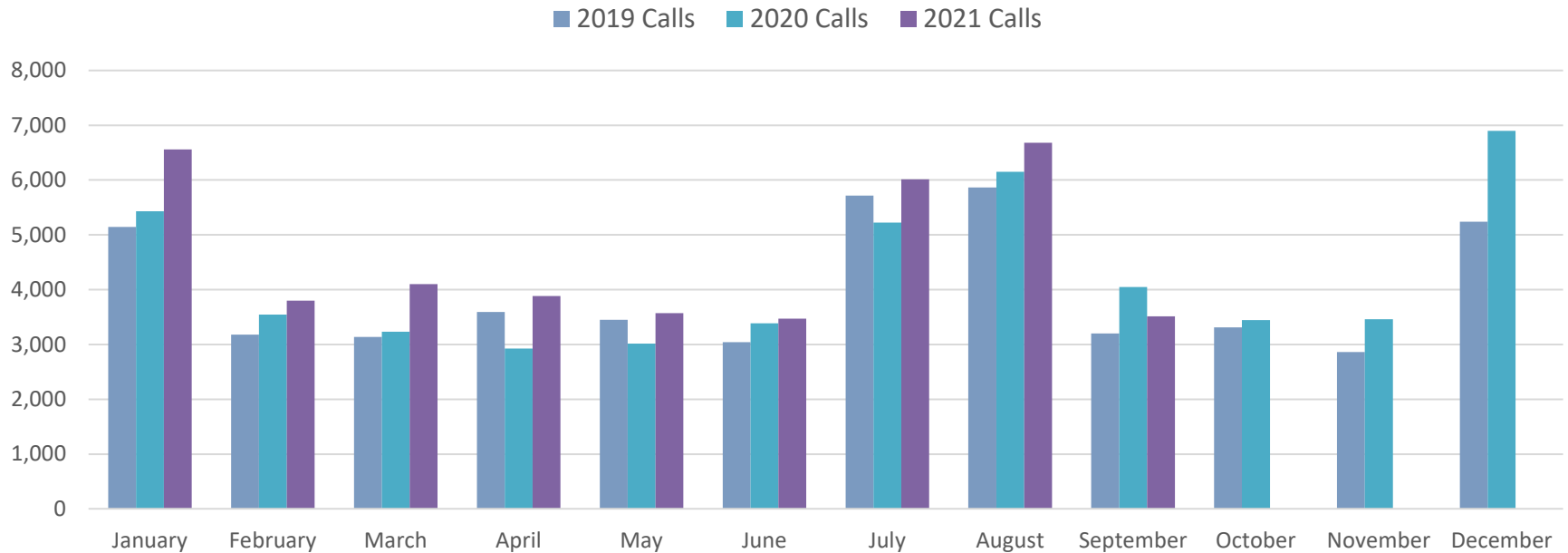
Period ended
September 30, 2021

UBT
Union Bank & Trust
Program Manager



*Offered by the
State of Alabama*

Call Volumes



	<u>2019</u>	<u>2020</u>	<u>Jan</u>	<u>Feb</u>	<u>Mar</u>	<u>Apr</u>	<u>May</u>	<u>Jun</u>	<u>Jul</u>	<u>Aug</u>	<u>Sep</u>	<u>YTD 2021</u>
# of calls	47,748	50,764	6,558	3,798	4,101	3,886	3,569	3,473	6,015	6,680	3,513	41,593
Answer Rate with a live voice	96.7%	94.7%	77.1%	92.3%	93.5%	91.8%	88.2%	95.6%	79.2%	78.1%	97.8%	86.2%
Average Speed of Answer	0:51	1:32	7:10	1:48	1:31	1:38	2:52	1:05	6:11	7:54	0:32	4:08

Q3 2021 - Most Common Topics & Comments

- 1st Semester Withdrawals
 - Transaction requests
 - Qualified expenses and schools
 - Status of requested withdrawals
 - CollegeCounts Scholarship questions from winners about how to receive funds (limited)
- Online Access Assistance
 - Unlock/Reset online access
 - How to view accounts online
 - How to request withdrawals online
- Tax Questions
 - Contributions for 2021 and deadlines
 - 1099-Q's, Qualified expenses, Reporting requirements, etc
- Rollovers to CollegeCounts
 - Tax benefits for rollovers
 - Deadline to complete for tax benefits
- General Account Inquiry
 - Balance request
 - Update address
 - AIP Updates
 - How to request transactions/changes
- Limited Tax Bill Questions
 - K-12 expenses
 - Apprenticeship Expenses & Repayment of Student Loans

3rd Quarter 2021 Investor and Advisor Compliments

- You have the **best customer service line** and **everyone I speak with is wonderful!**
- **Thanks for all that you do day in and day out to make saving for college possible.** My 529 plan has been around since my child was a couple months old, and I can tell you **it has made every bit of difference in helping to pay for college costs.** THANK YOU!! You guys rock!
- I just got off the phone with a **wonderful** young lady and I am quite **impressed**. As an advisor, I spend a lot of time calling different sponsor companies and I am usually talking to reps who are unfriendly and uninterested. I spoke with your representative for less than 10 minutes and **she presented passion, knowledge, and a sincere, empathetic voice.** As someone who spent many years answering financial service inbound calls, I know how difficult it can be to keep an **upbeat attitude** for every call that comes in and I just want sincerely express my kudos to her. Thank you.
- Your representative was **extremely, extremely, extremely helpful.** I was a customer service manager for years, and to hear someone as good as him, he's extremely **amazing and awesome.** I wanted to pass it on to you how **accommodating** he was. When I talked to him, he took care of a very difficult situation. He **went out of his way not one, but two days in a row.** You guys have such a good employee!
- Wow **I love how fast transactions happen with you guys!** Thank you, you are awesome! This is the **best customer service experience** I've had all year!
- You really went **above and beyond** to help!
- I just wanted to let you know how **impressed** I was with your representative. She went out of her way to help me on the situation with my dad. She worked through it and found out what was going on. A lot of people stop at certain points, but she really **went out of her way to make sure that the situation was resolved.** I really just wanted to share that good news and let you know that she went out of her way.
- I wanted to compliment your representative on his **knowledge and professionalism.**
- Thanks! I am happy. You have been very, very helpful this has been the **best phone call I have had all day.**
- Thank you for your **comprehensive reply** to my question. This is **exactly the information I needed and answered my question completely.**
- Wow, I wish all sponsors had this capability. This gives me **exactly what I was after.** Thank you!
- Wonderful! We really appreciate all of your help! So **grateful for all of your information, help and your great customer service!**
- Thank you so much, you guys are **always so accommodating!**
- Kudos for your representative. Very **knowledgeable and great expertise, which is typical for your employees!**
- **I'm so glad I did this. It's been wonderful.**

2nd Quarter 2021 Investor and Advisor Compliments

- Shout out to your Customer Service representative for **excellent customer service** today. I'm a new customer who set up two 529s. I need some changes made to accounts and documentation of new account set-up. Your representative **responded completely**. As a completely Deaf person, he also **accommodated my deafness disability by speaking slowly for my captioning phone and making sure I understood**. Thanks again!
- This is great. **I've been able to send two kids to school with my accounts**. You guys have been **great to work with**. It's always been **so easy**. It's such **a great program**.
- You have made this a **pleasurable experience**. This **encounter made me smile**. I appreciate your help.
- Thank you very much for your **kind and prompt response**. I find your organization to be most **efficient and caring**.
- You've **spent so much time with me** I really appreciate it!
- I just spoke with your representative. She is a **wonderful, knowledgeable, and patient** customer representative. Thank you!
- After my wife passed away in July 2020 I needed help in changing the account owner our granddaughter 's account with you. **During this difficult time your team guided me** regarding the medallion signatures and specific protocols needed to change the account name.
- You were so helpful. **When I get to heaven I will make sure to tell the Lord about you**.
- Your associate just helped me and was **awesome!** She stayed on the phone with me to **walk me though the entire process**. She did a great job.
- Thank you so much for your response. I'm **excited to open an account!**
- The thing I love most about this program is that **I always get an actual person to talk to**.
- I just logged in and clicked around. **Really convenient and simple to transact**. This will be very helpful going forward.
- **Wow! Now that's customer service!** Matched by an associate of yours who mended the whole problem! This affirms why my 21 year old daughter has opened her own account which she manages with the help of your call center!
- Thank you so much for **getting back to me so quickly**. Especially on a weekend.
- Thank you very much for your **prompt attention and excellent service**. I appreciate it very much. Have a great day.
- Thank you for the **quick response** and the **excellent explanation!**
- I want to let you know that you have great customer service. **I have a great experience every time I call**. It's amazing!
- **I call a lot of different companies throughout the day and your representative was terrific**. This is my first call with you and she did a great job walking me through the form and ensuring I fully understand the process.

1st Quarter 2021 Investor and Advisor Compliments

- *I wanted to reach out and give huge compliments to your representative who assisted me when I called in. I was really impressed with her service. She helped me in a **very professional and timely** manner. She did an **outstanding job by taking the time to research** and get the copy of this check. It **gave me the surety that clients would be assisted in the same professional manner that I was assisted in.***
- *Thanks for the **quick, detailed response**. This is exactly what I needed to know!*
- *Thanks for the speedy reply. The **customer service, availability and response times to questions and concerns was a big factor in my choosing of this 529 plan over similar/competitive 529 plans.***
- *Thank you. It's great to have such prompt help from someone. I truly **appreciate the work you are doing!***
- *I just set up an account and needed some clarification. I spoke with your representative and I would like you to know what a fine employee you have. She was **very professional, courteous and helpful**. She made the experience **very conversational** and I hope you will recognize her for making **my first experience with you very positive**.*
- *I cannot tell you how **helpful** your representative was to me. She was **so patient and kind**. I never would have been able to get through the process without her. She was great. I lost my husband several months ago. It has been very hard during this pandemic so anyone that could help I really appreciate. It was **so very kind of her to spend the time on the phone with me**. You have a good employee with her that's for sure.*
- *Thank you for the for the **prompt response and the good information**. This is what I was looking for.*
- *I spoke to a **very kind person** at the office and she helped me see what occurred. Thank you for your help and have a great weekend.*
- *Thank you so much for your **quick response!** Your answers are **very clear and will help me move forward with my investments** for my granddaughters. Enjoy the rest of your day!*
- *I want to thank you for your **excellent customer service** yesterday.*
- *Great! Thank you for the **quick turn and follow-up!***
- *That information is **very helpful and exactly what I was wanting to know!** Thank you for clarifying that for me!*
- *This is so **helpful and informative!** Thank you for such a **thorough** response!!*
- *Thank you again for your assistance here, **your customer service is incredible**.*
- *Thank you for this very **helpful, informative, and prompt** response.*
- *I'm grateful for your associate's assistance the other evening. She was an **excellent resource and we appreciate her help** very much.*

4th Quarter 2020 Investor and Advisor Compliments

- Thank you for **making this such a simple and seamless transaction.** I truly appreciate how easy you made it and how quickly you were able to answer my questions, solve my issue, provide the e-receipt, etc. **I could actually hear you were smiling as you helped me, which is the ultimate sign of telephone customer service.** AND you even (genuinely!) laughed when I accidentally made a very stupid joke. Why am I taking the time to tell you this? So many things these days are simply not easy and simple. And worse than that, they're stressful. I'm sure you (and your superiors) hear when things go wrong. People love to tell us what we didn't do right. I'd like to tell you you're doing things well. **Thanks for being the bright spot in an otherwise normal (but stressful) day.** Keep up the great work. I'm grateful for people like you.
- First off, THANK YOU again for your help! Please let your managers know what an asset you are to the company and the **exemplary and personal service you provided!** Not only did you get me the information, but to stay on the phone with me to make sure I was able to open the secure email was above and beyond! **If more folks would provide the service you provided, life would be great for everyone!**
- Thank you very much. Really appreciate your **prompt response. Remarkable!**
- You were completely correct. Your suggestion worked perfectly. Thank you so much for your help and on a Sunday to boot. **Your customer service is outstanding!**
- You guys are always great! But seriously, how is it that you are the **only business that will consistently answer the phone with in the first two rings that I've ever dealt with in the last 58 years.**
- Thank you for the **quick and thorough response.**
- You guys are always so **kind and helpful.**
- Thank you for the prompt response! This is **exactly what I needed.**
- Wow...thank you for the **super quick response!** Have a great Christmas holiday!
- Many thanks. **I appreciate your help and swift response.**
- Thank you, **I so appreciate the help I received over the phone.** Merry Christmas!
- **Excellent response time!** Thank you very much!!
- Thank you for **responding to my email so quickly, especially on a Sunday.**
- Thank you for your **prompt and detailed** response.
- Thank you for your **quick response.** The info pdf you provided is **very clear.** Now I have a clear idea for the management fees. I'll pick my investment option and open my account soon.
- You were completely correct. Your suggestion worked perfectly. Thank you so much for your help and on a Sunday to boot. **Your customer service is outstanding!**
- I appreciate the response. Your representative was **very friendly and helpful.**

3rd Quarter 2020 Investor and Advisor Compliments

- ***It wouldn't have been possible for my son to attend college without your help!***
- *I just wanted to say how thankful I am to have reached your associate this morning. I was less than happy as I was having difficulty completing an investment change on my accounts. She was more pleasant than I deserved with my tone and not only very helpful, she took my feedback with a smile. She helped me navigate the system to understand and then in addition, executed the desired transactions. This is a **superstar customer service example** and I am certain she will do very well in her career. **In a world of chaos, she was a bright smile and a welcome change. A+ experience!** I needed to share with you.*
- ***You guys have been the easiest part of sending my kid to school.*** I was intimidated in the start of this but it's been the easiest process ever. It is very appreciated.
- *Thanks so much for your help today. You guys have done an **awesome job managing this money over all this time.** And thank you for **making it easy for me to send the money to the college** as well.*
- *I wanted to take a minute in my busy day to recognize your associate's great service. She helped us with an important client rollover. She was super **diligent, responsive and had great follow-up!** Thank you for offering such **great client service!***
- *Thank you for being so fast. I was **amazed that I didn't have to be on hold and there was no wait time.** Everywhere else you call seems so clogged up. Thank you for that.*
- *You guys are all really nice every time I call in. I was in a panic and freaking out, but this was **really helpful and everything is now in good order.***
- *You are a **rock star!** Boy oh boy I hope I get you again the next time I call in! You're **so sweet, so patient, and got me all the information I needed.** You are just super!*
- *This is all super, super helpful to me, **now I know exactly what I need to do.** You guys are always **so incredibly helpful.***
- *Thank you so much for being **diligent with verifying my account.** I appreciate what you guys go through to protect the money in my account.*
- *I very much appreciate your assistance today. **Not only did you do a great job helping me, your professionalism was top shelf.** It is just **fantastic that you answer the phone.** Other institutions could learn a lot from your group.*
- *You have made my day. **If it wasn't for this Covid stuff, I'd give you a hug.***
- ***Y'all have this customer service thing all figured out.***

3rd Quarter 2020 Investor and Advisor Compliments

- Your associate has been helping me set up some guardianship accounts and I wanted to let you know that she has been amazing. **She has been with me every step of the way, helping me out and fixing my mistakes.** Just this morning she fixed an issue with one of the accounts and notified me before I could even call to report the problem. I can honestly say **it's among the best customer service I have ever had.** I will be sure to **recommend your plan to anyone** looking to open an account. Please thank her for giving me such a great experience.
- You've made my day! You're awesome! You are **so professional.** I appreciate your **friendly disposition and your knowledge.** Keep up the great work.
- I had the pleasure of speaking with one of your representatives today on a complicated scenario. I must say she was **truly professional and patient** in all the mess. She **helped me understand everything step by step.** I truly appreciate her support! As you can guess, it was over 30 minutes, complex, and she handled it quite well!
- You always **answer my questions right away and solve my problems.** Everyone I've spoken to there is **very nice and helpful.**
- **I love calling you guys. You actually answer the phone.** I call my own company and I have to wait 25 minutes to talk to someone. I've only ever waited 2 minutes to talk to you guys.
- Thank you so much for your time and **taking care of my account and money** for me.
- I had the pleasure of speaking with your associate today. She was **very helpful, patient, and answered all of my questions very thoroughly.** I really appreciated her help and **willingness to answer all my questions.** I feel more comfortable understanding and opening a 529 account now. **Excellent experience!**
- You guys are **fantastic to work with.** I wish you guys sent out surveys, I would always give you the highest points to give, because you're always **amazing to work with.**
- You always **answer the phone quickly and provide great service.** I get all my problems solved during one call.
- I love working with you guys because you're **always so helpful and fast.**
- **Fantastic information!** Really, this is great and the **timeliness is much appreciated.**
- You were **outstanding.** You got the solutions to my problems. That's what I call a **problem solver!** Thank you!
- I have 5 accounts with you guys. **Your representatives do a great job and I appreciate all the work that you guys do.**
- You guys are **easier to work with than other companies I call.** Thank you for that!

2nd Quarter 2020 Investor and Advisor Compliments

- Thank you. You were the one person in my day that was actually **easy to reach and you actually know what you're talking about.**
- Thanks, I was able to make the changes we were looking for. **I really appreciate all the low cost Vanguard options available.**
- Thank you for replying on a weekend!
- Your representative was **patient listening to my questions**, which included clarification of the treatment and reinvestment of dividends from the Vanguard Money Market Fund. They placed me on hold to consult with a peer or manager and came back with a **clear answer.** Your follow-up is a further show of **top-notch customer service.** Thank you.
- I just wanted to thank your staff for assisting me yesterday in making an adjustment to one of our 529 accounts. I spoke with a rep to **clarify some details about deadlines for redemption requests and pricing of purchases.** With recent high market volatility **such details are important to account holders.** I placed a transaction within 20 minutes of market close, checked the account this morning, and the transaction was completed as I advised. Thank you.
- You were **wonderful with helping me** get these questions answered. I appreciate your help.
- I talked to your representative she was **extremely tolerant** of an older person that only has a little bit of knowledge about computers. She was **very tolerant and helpful** and I wanted to let you know that she did a good job. She **took me by the hand and led me.**
- I just completed a contribution to our grandson's college fund using your online process. You made the activity **very easy to understand and use. Thanks for how you designed the contribution process.** I'll do it again with no concerns.
- Thanks for the **quick and thorough explanation.**
- Thank you for your **detailed response.**
- Thank you, you've been so great. You've been **super helpful.** Thank you so much for doing such a **great job.**
- I have to tell you that you have **outstanding customer service.** Also, everyone I've talked to there does too. That should do it for today and I'm very happy.
- Thank you again for your **help and patience.**
- You're **awesome!** Thank you!
- You have been **phenomenal.** It's not often that you get to talk to someone that is as **nice and clear and is as easy to understand** as you. Nowadays you get a recording so I'm very happy I got to speak to you.

2nd Quarter 2020 Investor and Advisor Compliments

- *You are very good at your job and **very articulate**.*
- *Thank you for the **tremendous service** today!*
- *Perfect. Thanks so much. I really **appreciate your kind words and help**. Have a wonderful day.*
- *Thank you! You're **seriously the best**!*
- *I am the broker's assistant and today I spoke with your representative and I have to say he was **AMAZING**! I had questions that he **answered quickly** and a problem of not seeing accounts that he **solved immediately**. Thank you for having an experienced customer service person who is **delightful and knows how to get things done** without being put on hold or a phone call back!*
- *You've been **very nice** and I really appreciate it.*
- *Thank you for sending us this. It's **very helpful**!*
- *Awesome! You were **very helpful** and I very much appreciate the assistance!*
- *Thanks for your help today. **Five star service**!*
- *Thank you very much for the **quick response**. Thank you a lot for taking care of this on a Saturday night.*
- *You guys have the **best customer service**. It's great.*
- *You've been **very helpful**. I appreciate you. You did such a good job.*
- *Thank you for your **quick reply**. I really appreciate it.*
- *Thank you very much. You were **so very helpful**!*
- *Thank you very much. That's **just what I was looking for**.*
- *Thanks for the **quick response**. That's what I expected, and that's what we will likely do.*
- ***You were great**! Thank you for sending me the confirmation email. Thank you so much.*
- *Thanks for the **quick reply and publication reference**.*
- *Thank you, you've been **very helpful**.*
- *It is always **super easy to call and talk with you**.*
- *Thank you. You were a **pleasure to speak with** and your **prompt reply** is greatly appreciated.*
- *Thanks for the **very prompt response**. **Very helpful**.*

1st Quarter 2020 Investor and Advisor Compliments

- This account has done tremendously well. **Thank you to your professionals for managing this so well.**
- The **service was so amazing**. I cannot believe it. I **rarely have positive customer service experiences with other companies**. Your representative was wonderful. She **understood my questions, had a clear understanding of your policies and procedures and was able to provide the information to me in a way I can understand**. I liked that the representative was pleasant and **not a robot reading from a script**. She **used great tone, speed and dictation** when communicating. She did a really tremendous job representing your company. I feel like she went **above and beyond the normal level of communication and service** that our firm normally receives when calling other call centers.
- You guys have the **best customer service** out of all of the places I call.
- You've been the **nicest most professional person** I've talked to today and I've talked to a lot of people! Thank you.
- Thank you so much. You guys are so **efficient**. You guys are so awesome.
- You guys are always such **a great help** whenever I call.
- Thank you so much. I was just telling my husband **how impeccable and how great your customer service is**. I mean it, it's really great!
- Thank you again for the **quick and very helpful** response below!
- Thank you very much! This is **exactly what we needed**.
- I have several accounts and I have to say you guys are **very easy to deal with**. I found it **refreshing** how easy it is to deal with your company.
- Wow! Thank you for the **prompt** reply.
- **I've put 3 children through college and every time I've called I've been given a wonderful experience**. Thank you so much.
- Thank you for the **fast response**. It is amazing and much appreciated. Thank you for being on top of this.
- Thank you for the help and the **quick** response.
- Thank you for your **prompt** reply yesterday. We were able to access the account and perform the transactions with ample opportunity **thanks to your decisive action**. I have to say that **your actions made a huge difference and defused a tense situation at home**. I sincerely appreciate your effort in making the funds available and the account accessible. As you can see by my email and phone messages, I was under distress. I do not know your supervisor, but please forward a copy of this email to her/him expressing my **gratitude for your service above and beyond, especially when you reached me outside regular business hours on a holiday**.

1st Quarter 2020 Investor and Advisor Compliments

- *Thank you so much for correcting my Social Security Number! I appreciate that you **took care of this matter so promptly**. Your associate was **extremely helpful and professional** when I called this morning to confirm that you received my fax containing my W-9. **This shows me that you have a highly professional organization that deserves my respect and trust. Keep up the caring customer service!***
- *Thanks so much and thank you for being so **professional**.*
- *Thanks for your reply. Customer service did a **great job** helping me finish this up.*
- *Thank you very much for your help. This looks like what I need. It was **a relief to talk you and find answers**. Also I very much appreciate **how quickly you have responded** on top of that. Thank you, thank you.*
- *I appreciate all of your help. It's **always a pleasure talking to you guys**. You **always do such a great job**.*
- *Thanks! This is **great information!***
- *Thank you so much, you've been **really helpful**.*
- *Thank you for your time. I appreciate it. You guys are always so **wonderful**.*
- ***I'm almost in amazement**. I'm shocked that you **answered right away** and that I didn't have to go through a computer or 5 different channels to get help. Thank you so much for being a group that does this. I appreciate it.*
- *This is a **great company**. I've been **very, very happy**. My granddaughter is only 10 months old but **I will be a customer for the next 20+ years**.*
- *Thank you so much for your help this morning. And thank you for **taking care of this as quickly** as you have.*
- *Thank you so much. I **greatly appreciate your help**.*
- *I deal with a lot of companies so I wanted to tell you that you are the **easiest plan to deal with**. You're always super **helpful and easy to work with**.*
- *You did everything **great**. Thank you very much.*
- *You guys are **amazing!***
- *You've been the **best customer service rep** that I've ever talked to at any company. You're **sincere, you have the clearest voice and have a great understanding of the material at hand**. This is the **best and most pleasant call** I've had in a long time. You're doing great and you're a **professional**. In speaking with people like you it's helped me make my decision in setting up an account with you instead of another 529 plan.*

CollegeCountsSM

Alabama's 529 Fund

Events and Outreach Calendar
November 17, 2021

Period ended
September 30, 2021

UBT
Union Bank & Trust
Program Manager



*Offered by the
State of Alabama*

Sun	Mon	Tue	Wed	Thu	Fri	Sat
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
	Tuscaloosa, Wilcox County – Community Stops and Outreach	Eufala, Tuscaloosa – Community Stops and Outreach	Barbour County, Tuscaloosa – Community Stops and Outreach	Ozark, Tuscaloosa – Community Stops and Outreach		
19	20	21	22	23	24	25
		Dale County, Northport, Ozark, Tuscaloosa County – Community Stops and Outreach	Foley, Wetumpka – Community Stops and Outreach	Elmore County, Millbrook – Community Stops and Outreach Lunch & Learn Direct Presentation – Foley – Vulcan Inc 12:00 pm		
26	27	28	29	30	31	
	Enterprise – Community Stops and Outreach	Center Point, Enterprise, Pinson – Community Stops and Outreach McWane Science Center – Birmingham 8:00 am	Clay, Coffee County, Trussville – Community Stops and Outreach	Dothan, Trussville – Community Stops and Outreach		

Sun	Mon	Tue	Wed	Thu	Fri	Sat
						1 Rocket City Moms – Huntsville – Children's Early Works Museum 9:00 am
2	3 Decatur – Community Stops and Outreach	4 Decatur, Eufala – Community Stops and Outreach	5 Barbour County, Hartselle – Community Stops and Outreach	6 Morgan County, Ozark – Community Stops and Outreach	7 Wilcox County – Community Stops and Outreach	8
9	10 Russell County – Community Stops and Outreach	11 Pickens County, Tuskegee – Community Stops and Outreach	12 Fayette County, Selma – Community Stops and Outreach	13 Lamar County, Selma – Community Stops and Outreach	14	15 McWane Science Center – Birmingham 8:00 am
16	17 Birmingham, Sumter County – Community Stops and Outreach	18 Greenville, Montgomery – Community Stops and Outreach	19 Montgomery, Pike Road – Community Stops and Outreach	20 Tallasse – Community Stops and Outreach	21	22
23	24 Guntersville – Community Stops and Outreach	25 Albertville, Demopolis – Community Stops and Outreach McWane Science Center – Birmingham 10:00 am	26 Boaz, Marengo County – Community Stops and Outreach	27 Marshall County, Monroeville – Community Stops and Outreach	28	29

Events and Outreach Calendar - March 2020

Sun	Mon	Tue	Wed	Thu	Fri	Sat
1 Hello Baby – Springhill Medical Center – Mobile 12:00 pm	2 Helena, Montevallo – Community Stops and Outreach	3 Calera, Columbiana, Demopolis – Community Stops and Outreach	4 Birmingham, Marengo County – Community Stops and Outreach	5 Birmingham, Monroeville – Community Stops and Outreach	6 Evergreen, Greenville – Community Stops and Outreach	7
8	9	10	11		13	14
15	16	17		19	20	21
22	23		25	26	27	28
29	30	31				

Calling Suspended due to COVID-19
Calling out to advisors, assistants, and direct entities in
2020 with target to be calling again mid-2021

Sun	Mon	Tue	Wed	Thu	Fri	Sat
				1 Lowndes County – Community Stops and Outreach	2 Crenshaw County – Community Stops and Outreach	3
4	5	6	7 Butler County – Community Stops and Outreach	8	9	10
11	12 MEGA Conference 2021	13	14	15	16	17
18	19 Barbour County – Community Stops and Outreach	20	21 Randolph County – Community Stops and Outreach	22 Randolph County; Cleburne County – Community Stops and Outreach	23	24
25	26 Marengo County – Community Stops and Outreach	27 BabyPalooza Beginnings 7:00 pm	28	29	30	31

Sun	Mon	Tue	Wed	Thu	Fri	Sat
1	2 Henry County – Community Stops and Outreach	3 Wilcox County – Community Stops and Outreach	4 Tallapoosa County – Community Stops and Outreach	5	6	7
8	9	10	11 Pike County – Community Stops and Outreach	12 Washington County; Montgomery – Community Stops and Outreach	13 Montgomery – Community Stops and Outreach	14
15	16	17	18	19	20	21
22	23	24 BabyPalooza Beginnings 12:00 pm			27	28
29	30					

Calling Suspended again due to COVID-19
Calling out to advisors, assistants, and direct entities
Target to be calling again in Q4 2021

3RD QUARTER 2021

2021 Contribution Reminders

As we approach the end of 2021, don't forget these important reminders regarding contributions to your CollegeCounts account:

- December 31st deadline for 2021 contributions to be eligible for the Alabama state income tax deduction¹ (not April 15th)
 - Up to \$5,000 for single filers
 - Up to \$10,000 if married, filing jointly when both spouses contribute
- Make a contribution via the secure, online access portal at **CollegeCounts529.com** at any time
- Checks received by mail must postmarked by December 31 to qualify as a 2021 contribution
- Large gift contributions (typically over \$15,000/\$30,000) should be made online or mailed by mid-December to allow time for the funds to clear the contributor's bank account prior to December 31st.
- Reach out to your tax professional with any tax-related questions

Update Your Contact Information

CollegeCounts will be implementing Multi-Factor Authentication for investors who access their accounts via the online access portal. This change will further enhance the security of your account(s) by sending you a text message to confirm each login request. It's important that we have your current phone number on file so you can easily access your account(s) once the changes are completed. Reviewing and updating your phone number is quick and easy! Simply follow these steps:

1. Visit **CollegeCounts529.com** and choose "Login". Select "Current Investor" from the dropdown list
2. Select "Account Profile" from the menu on the Account Summary screen
3. Select the "Edit" button next to "Address Information"
4. Update or add your phone number and email address and choose "Submit"

First Grade, First Steps Giveaway

Calling all Alabama parents who have a child in first grade! We have exciting news to share! We want to help your first grader dream big about their future by helping you with a chance to win a \$100 contribution to their CollegeCounts account. You can register your child at **CollegeCounts529.com/firstgrade** for a chance to win one of our monthly drawings throughout the 2021-2022 school year. The sooner you register, the better your chances are to win! Register today!

2021 Rollover Contributions

If you are considering a rollover contribution to your CollegeCounts account(s) from an out-of-state 529 plan, now is a great time to begin that process. The IRS allows one rollover every 12 month period for the same beneficiary. Rollovers typically take 2-4 weeks to complete. In order for the rollover contribution to qualify for the Alabama state income tax deduction¹, the rollover check from the other 529 plan (not the Rollover Request Form) must have a 2021 postmark. Don't wait until life gets busy in December to request a rollover – complete the Rollover Form today and check it off your to-do list.

CollegeCounts Scholarship Application

CollegeCounts is proud to reward hard-working Alabama students with a scholarship opportunity each year. The application period for students who will be first-time college students during the fall 2022 semester will be open from December 1, 2021 – February 28, 2022. If you know a high school senior or someone who will begin college next fall, don't let them miss the opportunity to apply. In 2021, it was our pleasure to award scholarships to 354 students, valued at over \$1.2 million (\$2,000 awards for students attending 2-year colleges, \$4,000 for students attending 4-year colleges). There was at least one student from 65 of the 67 counties across Alabama selected as a scholarship recipient in 2021. Our goal each year is to award at least one scholarship to a student in EVERY county in the state. Help us spread the word about the CollegeCounts scholarship by encouraging students in your life to apply! Please visit **<https://treasury.alabama.gov/collegecounts-scholarship/>** for more information.

Gift Contributions

With the winter holidays quickly approaching, don't forget about CollegeCounts for your child's wish list. Grandparents and family members always love to provide meaningful gifts and we can't think of a better option than a gift that will help a child achieve their future education and career goals! Even small gifts for each birthday or holiday season can add up as a child grows older. Talk to your family about a gift contribution to CollegeCounts and then send them an email invitation to contribute with GiftED – our online gift-giving platform. As an added benefit to the gift giver, it's our understanding that any Alabama taxpayer may be eligible for the state income tax deduction for the contributions they make to an account¹. It's truly a win-win for your beneficiary and the person giving the gift. Simply log into your account and select "GiftED" to get started today.



Second Semester Withdrawals

We hope the school year is off to a great start for all college students! Before they know it, they'll be thinking about finals week exams and registering for classes for the spring semester. If you receive a tuition bill in December for second semester expenses, we recommend waiting until January to request a withdrawal from your CollegeCounts account to pay that expense. It is our understanding that withdrawals from your account and qualified expenses² should be matched in the same calendar year (not school year). Similarly, if there are any remaining qualified expenses² you have in 2021, request the withdrawal for those expenses by December 31st. Please contact your tax professional with any questions you may have.

Congratulations 5/29 Day Giveaway Winners

The registration for the 5/29 Day Giveaway was open to new Alabama parents and grandparents from May 29th – July 16th. Twenty-nine winners were randomly selected in late July to receive a \$529 contribution to a CollegeCounts account for their newborn. Congratulations to all the winners!

"Education is the proper way to promote compassion and tolerance in society."

Dalai Lama

An investor should consider the investment objectives, risks, and charges and expenses associated with municipal fund securities before investing. This and other important information is contained in the fund prospectuses and the CollegeCounts 529 Fund Program Disclosure Statement (issuer's official statement), which can be obtained by calling 866.529.2228 and at CollegeCounts529.com and should be read carefully before investing. You can lose money by investing in a portfolio. Each of the portfolios involves investment risks, which are described in the Program Disclosure Statement.

An investor should consider, before investing, whether the investor's or designated beneficiary's home state offers any state tax or other benefits such as financial aid, scholarship funds, and protection from creditors that are only available for investments in such state's 529 plan. Investors should consult a tax advisor.

The CollegeCounts 529 Fund is a qualified tuition program under Section 529 of the Internal Revenue Code that is offered by the State of Alabama, administered by the Board of Trustees of the ACES Trust Fund (the "Trust" and plan issuer), marketed as the CollegeCounts 529 Fund, and Union Bank & Trust Company serves as Program Manager. Except for any investments made by a Participant in the Bank Savings 529 Portfolio up to the limit provided by Federal Deposit Insurance Corporation ("FDIC") insurance, neither the principal contributed to an Account, nor earnings thereon, are guaranteed or insured by the State of Alabama, the State Treasurer of Alabama, the Board, the Trust, the Program, any other state, any agency or instrumentality thereof, Union Bank & Trust Company, the FDIC, or any other entity. Investment returns are not guaranteed. Account Owners in the Plan assume all investment risk, including the potential loss of principal.

¹ Individuals who file an Alabama state income tax return are eligible to deduct for Alabama state income tax purposes up to \$5,000 per tax year (\$10,000 for married taxpayers filing jointly if both contribute) for total combined contributions to the Plan and other State of Alabama 529 programs. The contributions made to such qualifying plans are deductible on the tax return of the contributing taxpayer

for the tax year in which the contributions are made. In the event of a Nonqualified Withdrawal from the Plan, for Alabama state income tax purposes, an amount must be added back to the income of the contributing taxpayer in an amount of the Nonqualified Withdrawal plus ten percent (10%) of such amount withdrawn. Such amount will be added back to the income of the contributing taxpayer in the tax year that the Nonqualified Withdrawal was distributed. Please consult with your tax professional.

² Withdrawals used to pay for qualified higher education expenses are free from federal and Alabama state income tax. Qualified higher education expenses include tuition, fees, books, supplies, and equipment required for enrollment or attendance; certain room and board expenses incurred by students who are enrolled at least half-time; the purchase of computer or peripheral equipment, computer software, or internet access and related services, if used primarily by the beneficiary during any of the years the beneficiary is enrolled at an eligible educational institution; certain expenses for special needs services needed by a special needs beneficiary; fees, books, supplies, and equipment required for the participation of a Designated Beneficiary in an apprenticeship program registered and certified with the Secretary of Labor under section 1 of the National Apprenticeship Act; up to a lifetime maximum of \$10,000 paid as principal or interest on any qualified education loan of the Designated Beneficiary or a sibling of the Designated Beneficiary. A sibling includes a brother, sister, stepbrother, or stepsister. For purposes of the \$10,000 limitation, amounts treated as a qualified higher education expense with respect to the loans of a sibling of the Designated Beneficiary are taken into account for the sibling and not for the Designated Beneficiary; up to a maximum of \$10,000 per year in tuition expenses, incurred by a Designated Beneficiary, in connection with enrollment or attendance at an eligible elementary or secondary public, private or religious school. The earnings portion of a non-qualified withdrawal is subject to federal income tax and 10% federal penalty tax. In addition, Alabama provides in the event of a non-qualified withdrawal an amount that must be added back to the income of the contributing taxpayer. The amount to be added back will be the amount of the nonqualified withdrawal plus 10% of the amount withdrawn.

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2. Select "Account Profile" from the menu on the Account Summary screen
3. Select the "Edit" button next to "Address Information"
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NOT FDIC INSURED* / NO BANK GUARANTEE / MAY LOSE VALUE

(*except the Bank Savings 529 Portfolio underlying investment)

**CollegeCounts wishes your family
a happy and healthy holiday season!**

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